

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project Client Satisfaction Survey Results



**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://hrsa.dshs.wa.gov/News/Brief4Leg.htm>.

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- Shirley Munkberg, Acting Office Chief, Office of Quality and Care Management

From the Aging and Disability Services Administration (ADSA):

- Candace Goehring, Unit Manager, Home and Community Programs
- Dan Murphy, Office Chief

We would like to thank:

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- Qualis Health, a health care quality improvement organization, coordinated the project, conducted the analysis, assisted in development of the survey booklet, and developed this stakeholder report to disseminate the survey results.

DataStat:

- Qualis Health coordinated with DataStat, Inc., a survey research organization located in Ann Arbor, Michigan, to collect the mail and telephone survey responses.

Sincerely,

Shirley Munkberg
Acting Office Chief, Office of Quality and Care Management
Health and Recovery Services Administration

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Introduction

This report is designed to enable the Health and Recovery Services Administration (HRSA) and other organizations to monitor and evaluate the performance of the AmeriChoice Washington Chronic Care Management Project. A client satisfaction survey was conducted and the responses of adults enrolled in Medicaid regarding their experiences with their health care services were analyzed. Medicaid recipients from each of three program groups—randomized to participate *and* successfully enrolled in the project (“Enrolled”), randomized to participate but not successfully enrolled (“Not Enrolled”), and randomized to the control group—were surveyed and the results are presented here. Details of the survey administration, sampling, response rates, and weighting can be found in the Detailed Methodology Report.

This report describes the background of the questionnaire, which includes questions from the Medicaid Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey, the 8-element Client Satisfaction Questionnaire® (CSQ-8), the 13-element Patient Activation Measure® (PAM-13), the 5-element EQ-5D, and questions developed by the Washington Department of Social and Health Services (DSHS). A description of project goals and how to interpret the results is included.

Project Background

This client satisfaction survey project used questions from 4 survey instruments: CAHPS® survey, PAM-13®, CSQ-8®, and EQ-5D. DSHS also included questions developed by department staff.

The CAHPS survey tools were developed under cooperative agreements by Harvard Medical School, the RAND Institute, the Research Triangle Institute, and the Agency for Healthcare Research and Quality. HRSA has administered a version of CAHPS for various programs in Washington State for the past 12 years. This is the first year a CAHPS survey has been used for the King County Local Chronic Care Management Program. In CAHPS surveys, respondents provide information about their experiences with various aspects of medical care, including:

- Getting care that is needed
- Getting care without long waits
- How well doctors communicate
- How people rated their health care
- How people rated their personal doctor or nurse
- How people rated the specialist they saw most often

The PAM-13® was developed at the University of Oregon Eugene by Judith H Hibbard, Eldon R Mahoney, Jean Stockard, and Martin Tusler. The PAM-13® is constructed to measure the level of patient activation in their own health care. The CSQ-8® was developed at the University of California San Francisco by Drs. Clifford Attkisson and Daniel Larsen in collaboration with Drs. William A. Hargreaves, Maurice LeVois, Tuan Nguyen, Robert E. Roberts, and Bruce Stegner. The CSQ-8® instrument is constructed to measure general satisfaction with services received by individuals and families. The EQ-5D is a widely used instrument to describe generic health status in terms of five dimensions:

- Mobility
- Self-care

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- Usual activities
- Pain/discomfort
- Anxiety/depression

Each dimension comprises 3 levels, indicating no problems, some or moderate problems, and extreme problems. Assessing the percentage of enrollees who are in poor health or who have chronic conditions is important to ensure adequate provider access, appropriate range of services, and financing for health services. Details of EQ-5D development and current status may be found online at <http://www.euroqol.org/>.

A copy of the 2008 survey instrument is included at the end of this report in Appendix A.

Project Goals

The primary goal of the Medicaid client satisfaction survey project is to provide timely information to HRSA to assist in evaluating the quality of the AmeriChoice Washington Chronic Care Management Project. This information was collected through mail and telephone surveys that assessed clients' experiences with the health care and services they received through either standard Medicaid services or, if enrolled, the AmeriChoice Washington Chronic Care Management Project.

How to Use This Report

This report is designed to allow HRSA and other stakeholders to identify key opportunities to improve clients' health care experiences. This report includes data from 2 Medicaid subpopulations: those randomized to the Statewide Chronic Care Management Program ("Treatment"), and those randomized to a control group. A total of 1,750 surveys (44.8%) out of a sample frame of 3,904 eligible enrollees met completeness criteria for inclusion in this report by answering at least one question in the survey.

Results are displayed in a graphical format with one question per page. The first line of the page heading displays the program name (AmeriChoice Washington Chronic Care Management Project). The second line lists the question source (e.g., CAHPS, PAM-13©). The third line is a brief description of the question category (e.g., Your Personal Doctor, Utilization, Flu Shot) along with the question number from the original questionnaire.

PAM-13© Activation Stages

Based on a national sample of 1,469, Insignia Health defined 4 stages of increasing patient activation as shown in the table below. A total is calculated for each respondent based on their responses to 13 individual questions. A response of "Strongly Disagree", "Disagree", "Agree" or "Strongly Agree" is awarded 1, 2, 3, or 4 points, respectively. For items with a response of "Not Applicable", the PAM raw score is the respondent's total score divided by the number of completed items and multiplied by 13. If the respondent did not respond "Not Applicable" to any item, the total is the PAM raw score.

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PAM-13 Activation Stage Description

PAM Raw Score	Activation Stage	Definition	Percent of National Sample (n=1,469)
≤47.0	Stage 1	May not yet believe that the patient role is important	11.8%
47.1 to 55.1	Stage 2	Lacks confidence and knowledge to take action	29.3%
55.2 to 67.0	Stage 3	Beginning to take action	36.5%
≥67.1	Stage 4	May have difficulty maintaining behaviors over time	22.3%

What do the bar graphs tell you?

A series of bar graphs display survey results on pages 7 – 75. Each page represents results for 1 composite question or question using 2 bar graphs; 1 for the treatment and 1 for the control group. The number of clients answering each question is included as a footnote to each graph.

Each bar graph is divided into 2-, 3-, or 4-response categories which represent the unadjusted percent response to one question or composite question by that subpopulation. The individual categories add up to 100%, although sections for some graphs may not appear to add up to 100% because of rounding of individual sections for display. Some responses were recoded down to 3 or 4 categories for easier visual interpretation. For example, the global rating scales of 0 – 10, the “How often” scales of never, sometimes, usually, always, and the CSQ-8© scales of 4 levels of agreement were recoded for display as three categories. Client age, educational level and health care utilization questions were collapsed to 4 categories. The “N/A” responses of the PAM-13© individual questions and “don’t know” response to whether clients received a flu shot were ignored for display and statistical analysis. In no case did the “N/A” or “don’t know” response exceed 6% of the total responses for either subpopulation.

Readers should look for the number of stars assigned to each bar chart before drawing conclusions about differences among the randomized groups. See the next section on statistical significance for more details.

Statistical Significance

Stars were added to each bar chart in which the responses of clients in the treatment group were significantly different than the responses of clients in the control group. P-values less than or equal to 0.05 were considered significant. The number of stars added corresponds to the level of significance. Please refer to the legend on the individual graphs for more specific details. When the treatment and control group responses to a question were not statistically different from each other, no stars were added to the bar charts.

Limitations

People in worse health tend to report lower satisfaction and more problems with care than do people in better health. Older patients tend to report more satisfaction and fewer problems than do younger patients. There is some evidence that education level may affect scores as well, although the effects of

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age and education are not as strong as health status. Therefore differences in client satisfaction may be due to sampling error or self-selection bias and not to differences in program quality or satisfaction.

Additionally, there is potential response bias in the survey results. The accuracy of these findings depends on how well respondents represent the overall population under study. If the 37.2% of clients that responded to the survey are systematically different than the study population, then conclusions drawn here may be incorrect

Finally, due to the study design, in which clients were randomized to the treatment and control groups prior to enrollment in the program, an intent-to-treat analysis was performed. This means a large percentage of those clients randomized to the treatment group (and analyzed as such) chose not to enroll in the program and therefore did not actually receive program services. If in fact the program was effective in improving clients' health care experiences and satisfaction, this would dilute the program effect and diminish the ability of this survey to detect statistically significant differences.

Summary of Statistically Significant Results

Statistically significant results of treatment and control group response comparisons are listed below.

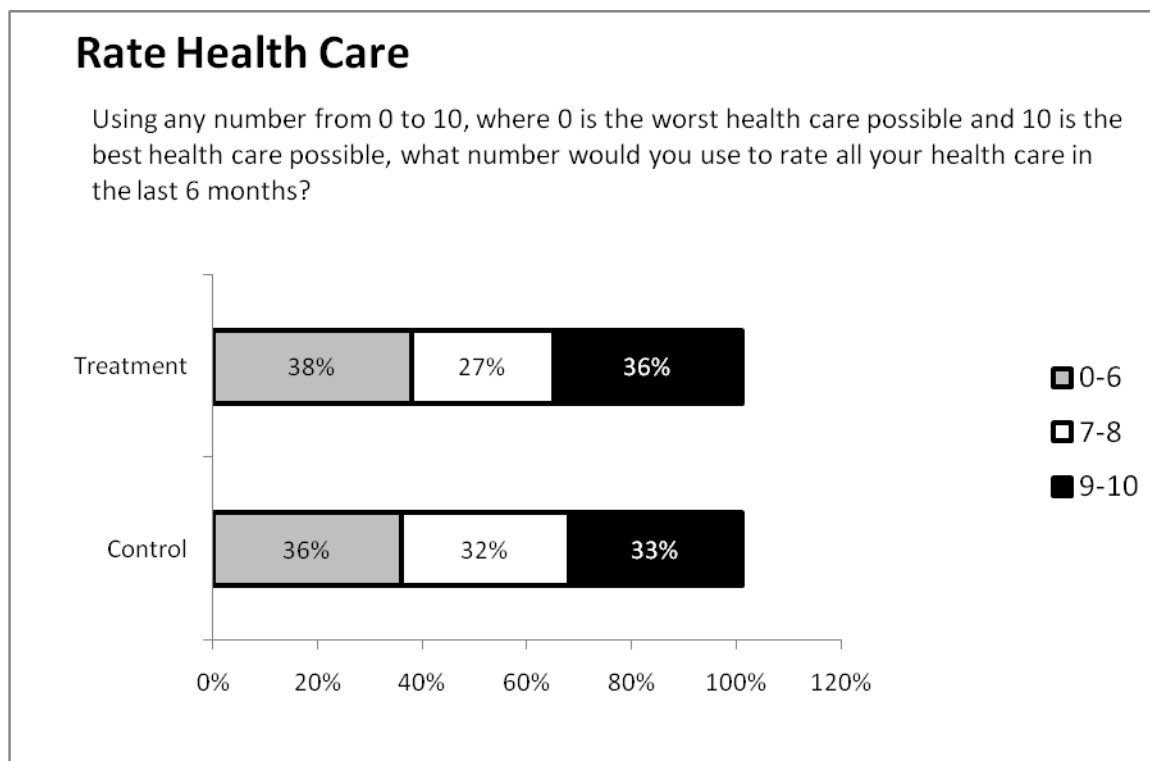
More clients in the treatment group reported:

- “Usually” talking with a doctor or health provider about specific things to do to prevent illness
- They “agree” that they know what each of their prescribed medications do
- They “agree strongly” that they were responsible for taking care of their health problems
- They “agree” that they can tell whether they need to go to the doctor or can take care of a health problem themselves
- They “disagree” that they know how to prevent further problems with their health
- Being age 35-44

More clients in the control group reported:

- Their doctor “usually” showed respect for what they had to say
- **Not** agreeing that taking an active role in their own health is the most important thing that affects their health
- They “agree strongly” that they know what each of their prescribed medications do
- They “agree strongly” that they can tell whether they need to go to the doctor or can take care of a health problem themselves
- They “agree” that they know how to prevent further problems with their health
- Being age 18-34

AmeriChoice Washington
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Core: Question 7



Results are based on 888 responses from the treatment group and 816 responses from the control group to this question. When weighted these responses represent 7,801 and 7,815 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

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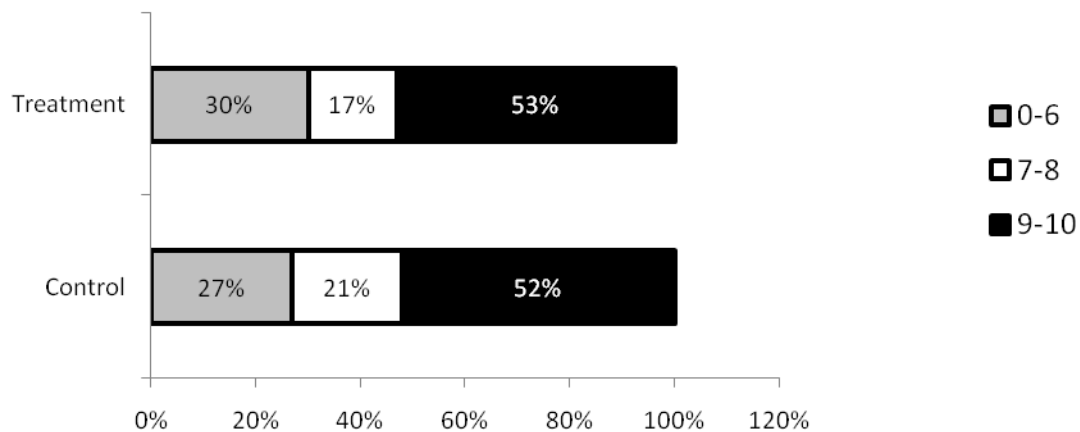
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Consumer Assessment of Healthcare Providers and Systems Core: Question 17

Rate Personal Doctor

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor or nurse?



Results are based on 888 responses from the treatment group and 808 responses from the control group to this question. When weighted these responses represent 7,765 and 7,739 individuals in the treatment and control groups respectively.

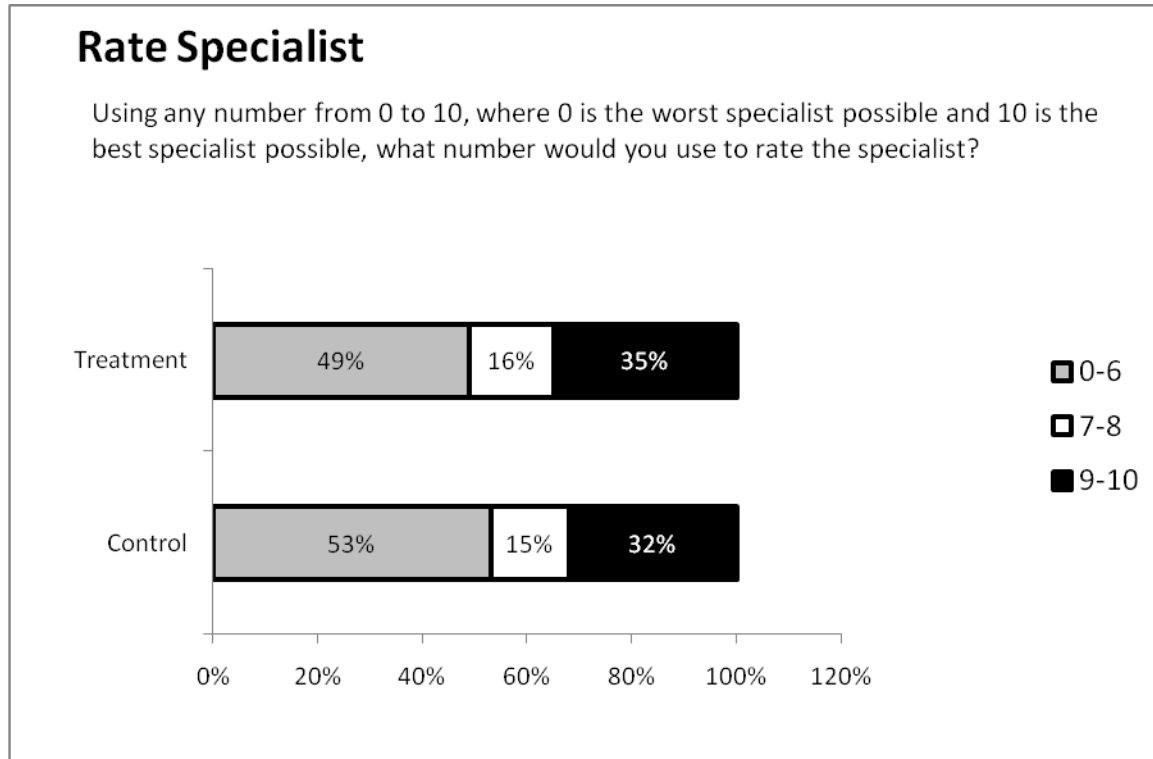
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AmeriChoice Washington Chronic Care Management Project

Consumer Assessment of Healthcare Providers and Systems Core: Question 31



Results are based on 909 responses from the treatment group and 833 responses from the control group to this question. When weighted these responses represent 7,967 and 7,978 individuals in the treatment and control groups respectively.

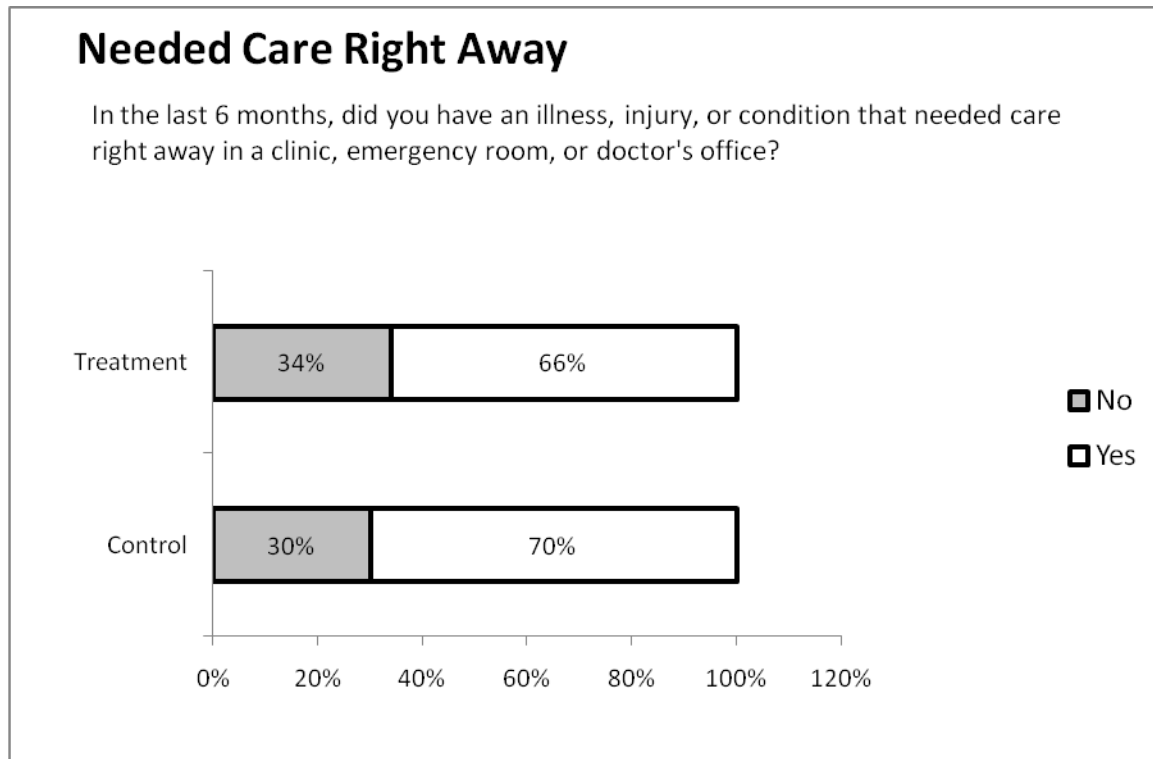
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Consumer Assessment of Healthcare Providers and Systems Screeners Getting Care without Long Waits: Question 1



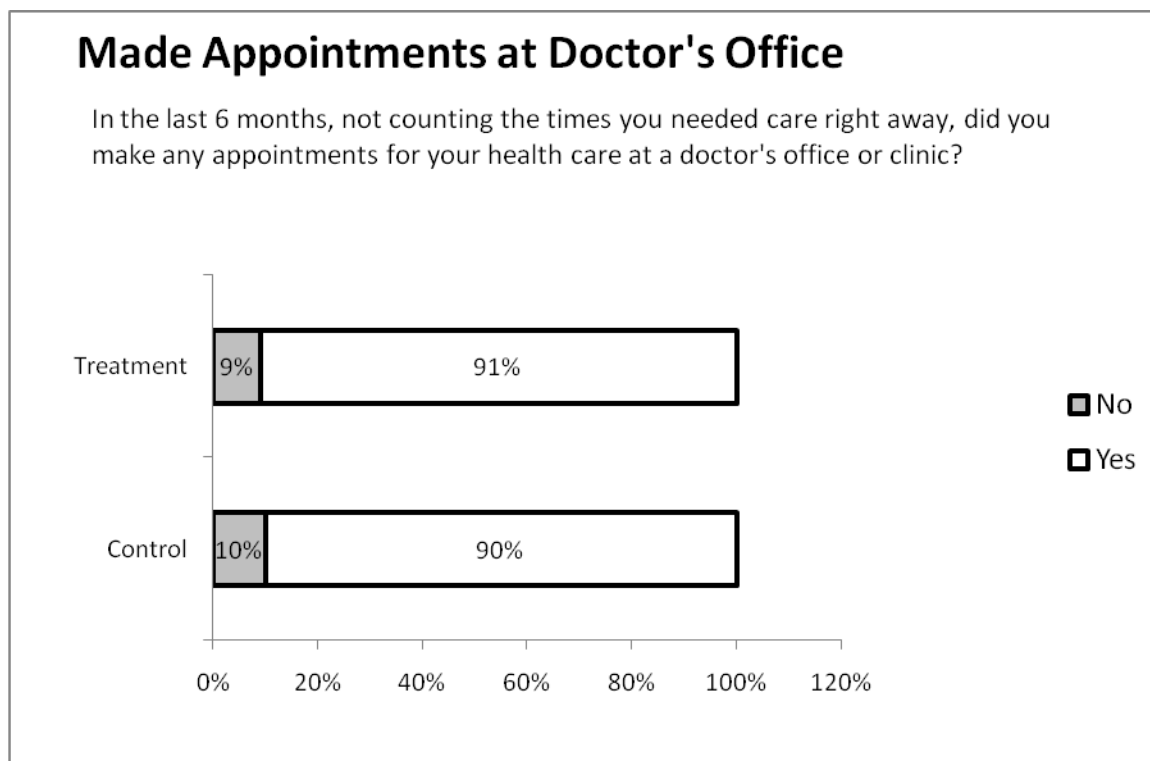
Results are based on 885 responses from the treatment group and 813 responses from the control group to this question. When weighted these responses represent 7,729 and 7,787 individuals in the treatment and control groups respectively.

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**AmeriChoice Washington
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Screeners Getting Care without Long Waits: Question 3**



Results are based on 881 responses from the treatment group and 807 responses from the control group to this question. When weighted these responses represent 7,702 and 7,729 individuals in the treatment and control groups respectively.

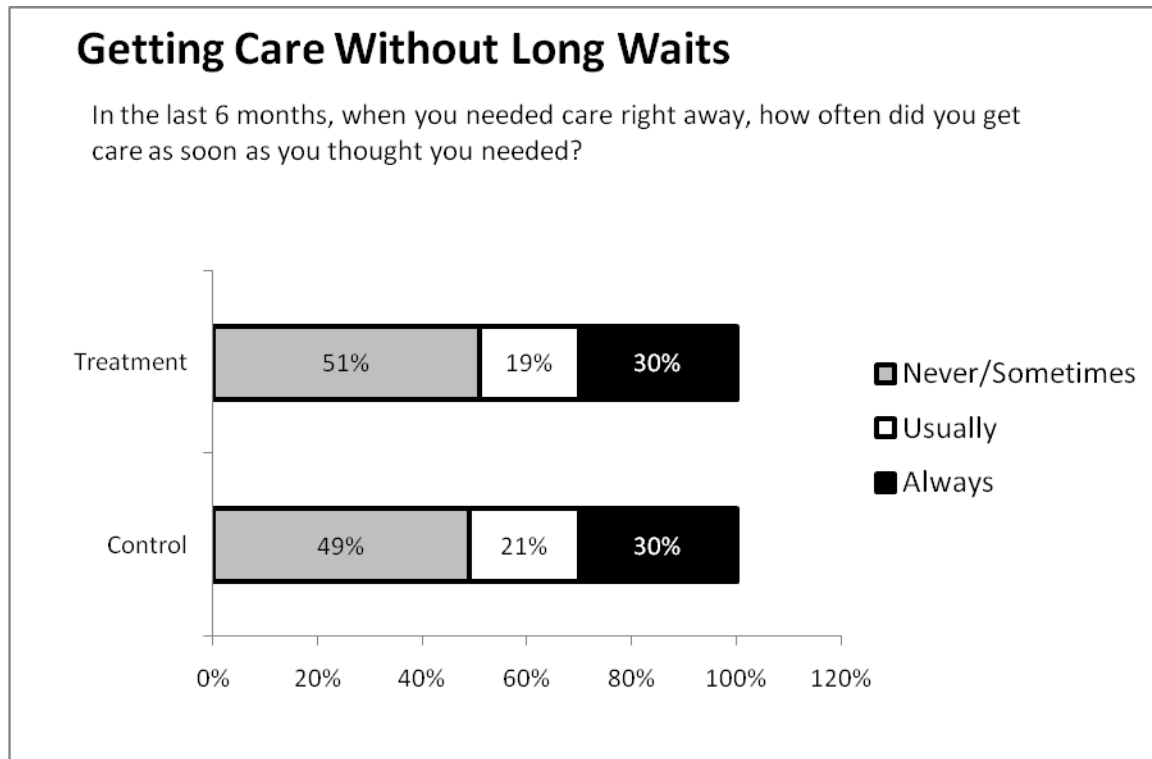
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Consumer Assessment of Healthcare Providers and Systems Core: Question 2



Results are based on 885 responses from the treatment group and 793 responses from the control group to this question. When weighted these responses represent 7,777 and 7,595 individuals in the treatment and control groups respectively.

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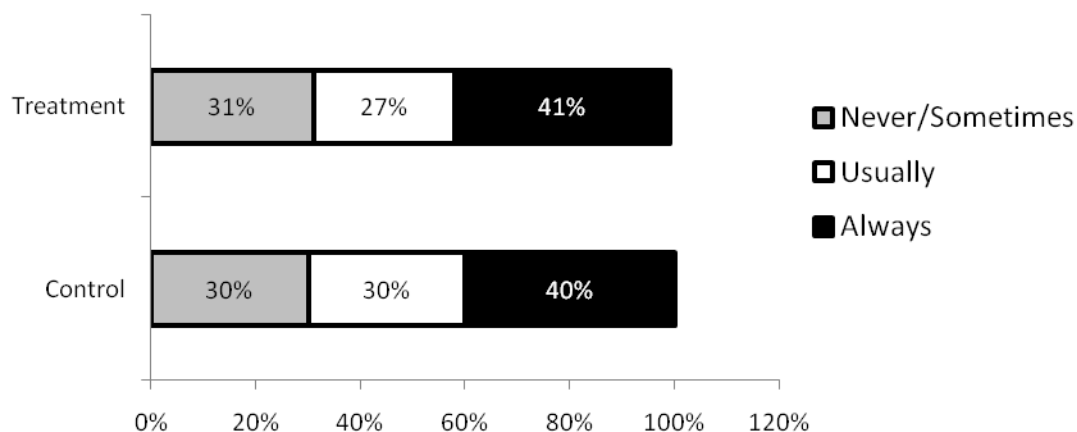
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AmeriChoice Washington
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Core: Question 4

Getting Care Without Long Waits

In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?



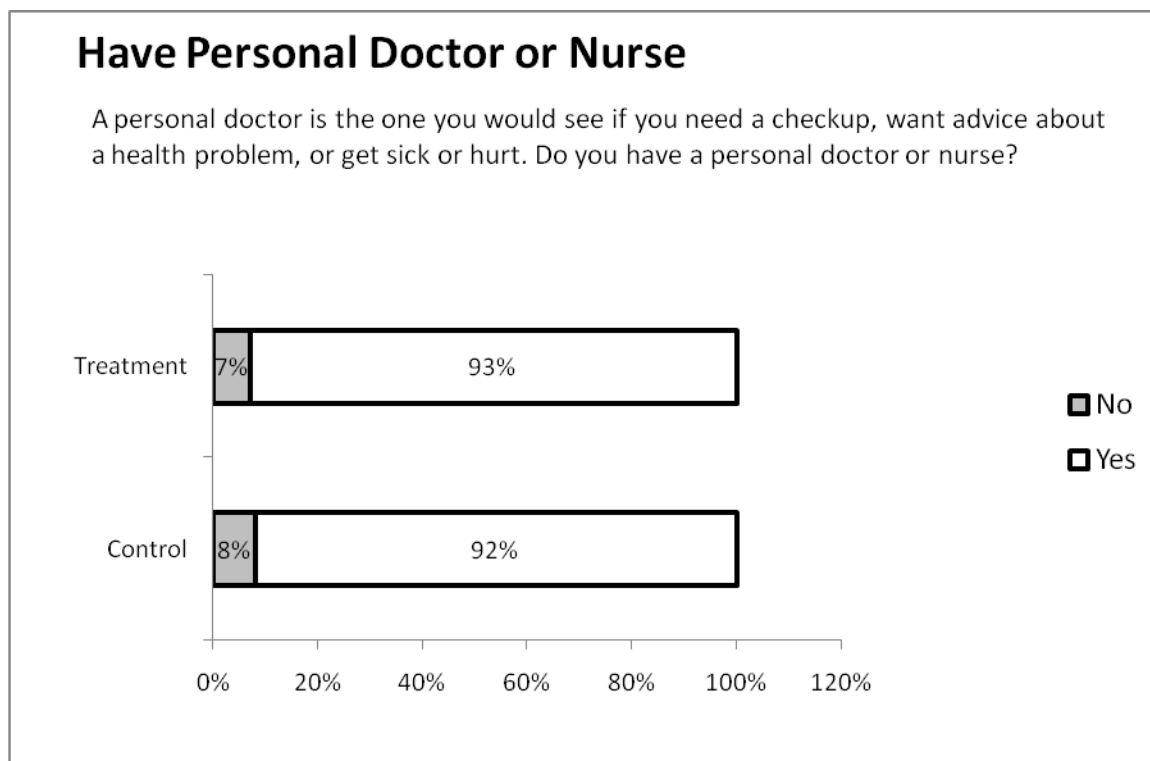
Results are based on 879 responses from the treatment group and 807 responses from the control group to this question. When weighted these responses represent 7,706 and 7,729 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

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AmeriChoice Washington
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Consumer Assessment of Healthcare Providers and Systems
Screeners Your Personal Doctor: Question 8



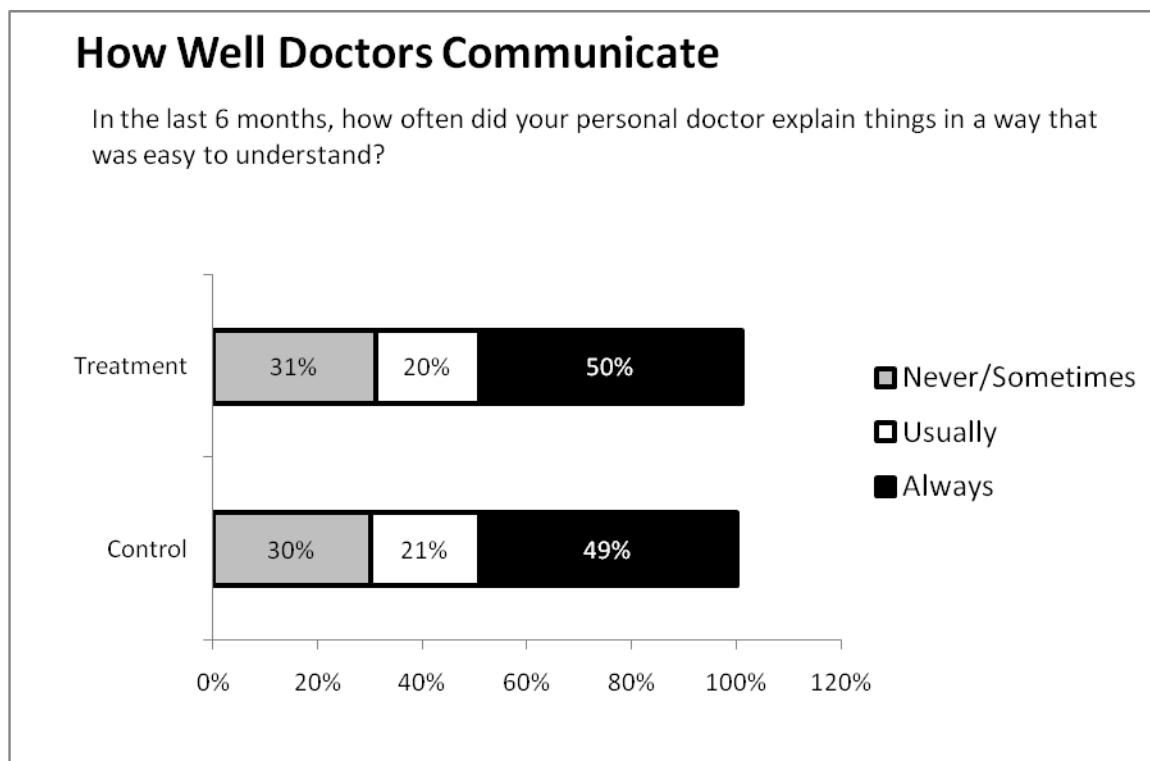
Results are based on 877 responses from the treatment group and 807 responses from the control group to this question. When weighted these responses represent 7,686 and 7,729 individuals in the treatment and control groups respectively.

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Consumer Assessment of Healthcare Providers and Systems
Core: Question 11



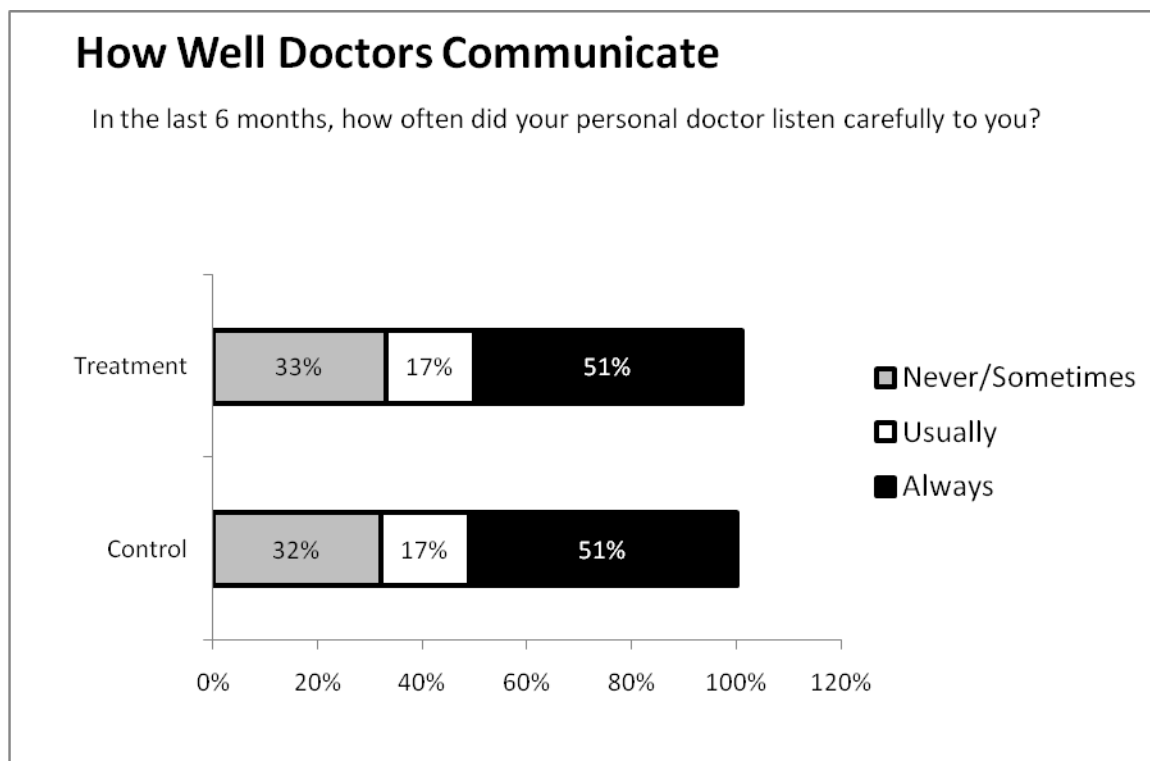
Results are based on 904 responses from the treatment group and 831 responses from the control group to this question. When weighted these responses represent 7,911 and 7,959 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

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Core: Question 12



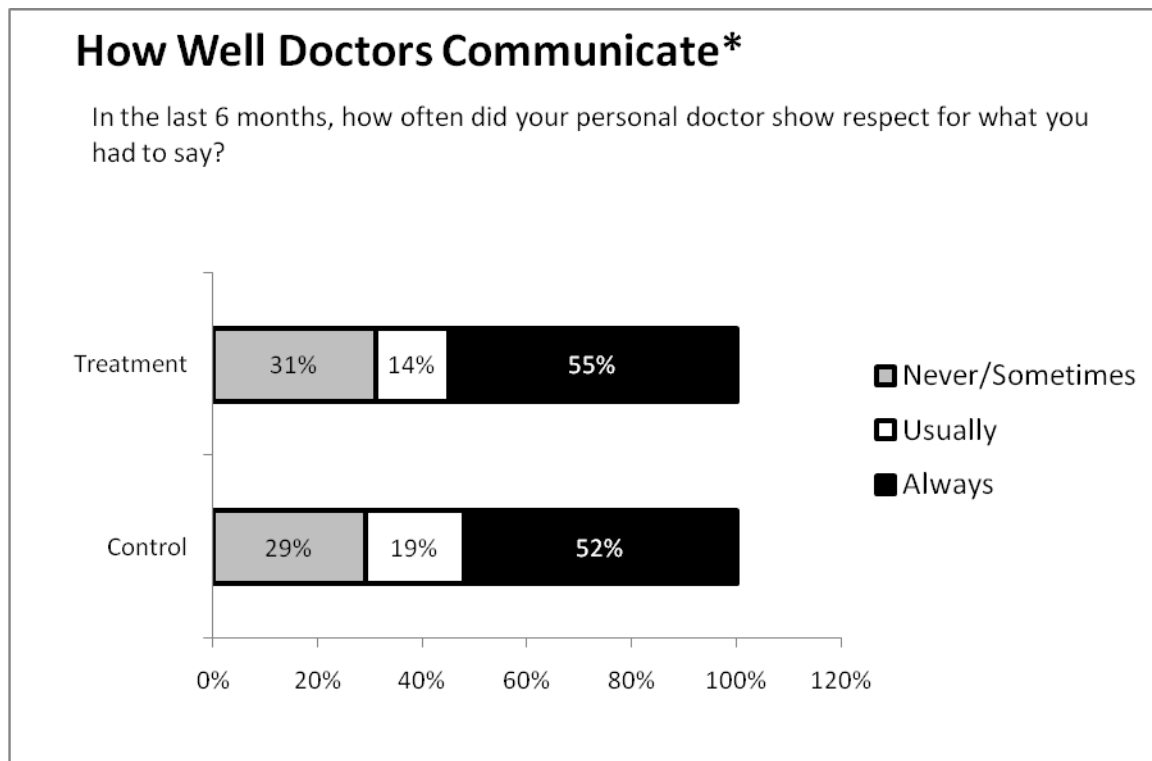
Results are based on 907 responses from the treatment group and 829 responses from the control group to this question. When weighted these responses represent 7,971 and 7,940 individuals in the treatment and control groups respectively.

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Consumer Assessment of Healthcare Providers and Systems
Core: Question 13



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

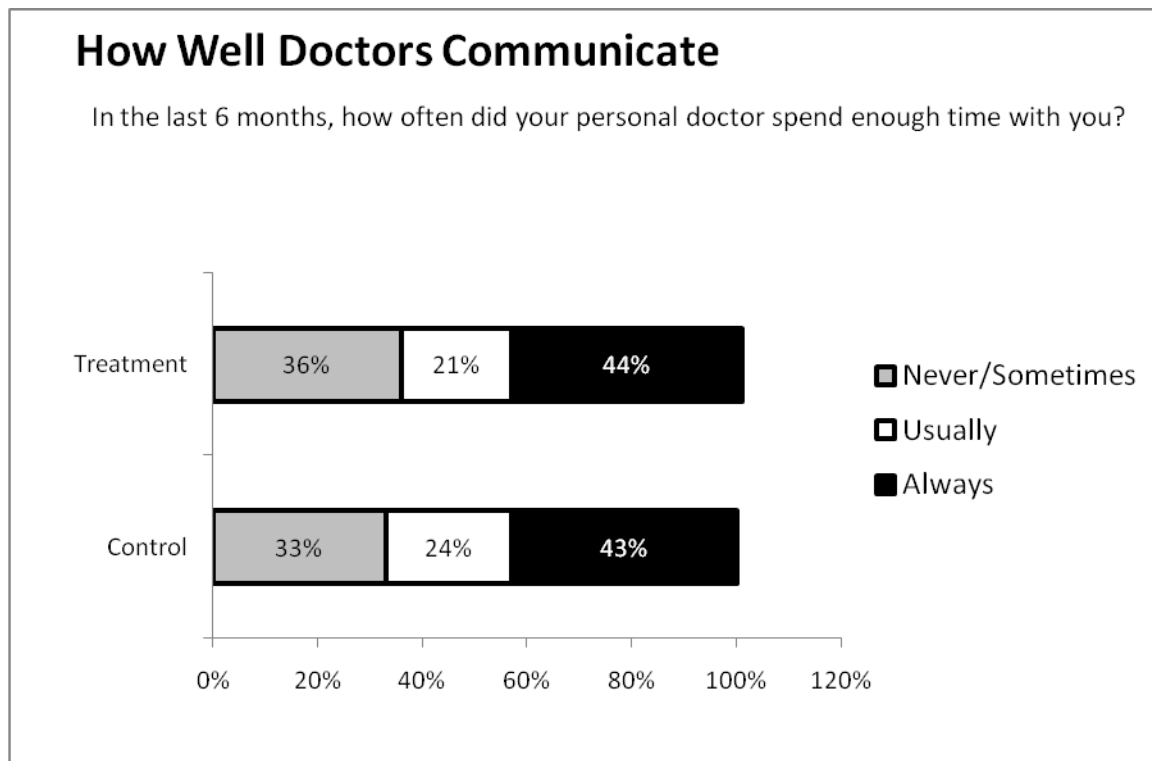
Results are based on 908 responses from the treatment group and 831 responses from the control group to this question. When weighted these responses represent 7,975 and 7,959 individuals in the treatment and control groups respectively.

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Consumer Assessment of Healthcare Providers and Systems
Core: Question 14



Results are based on 908 responses from the treatment group and 826 responses from the control group to this question. When weighted these responses represent 7,975 and 7,911 individuals in the treatment and control groups respectively.

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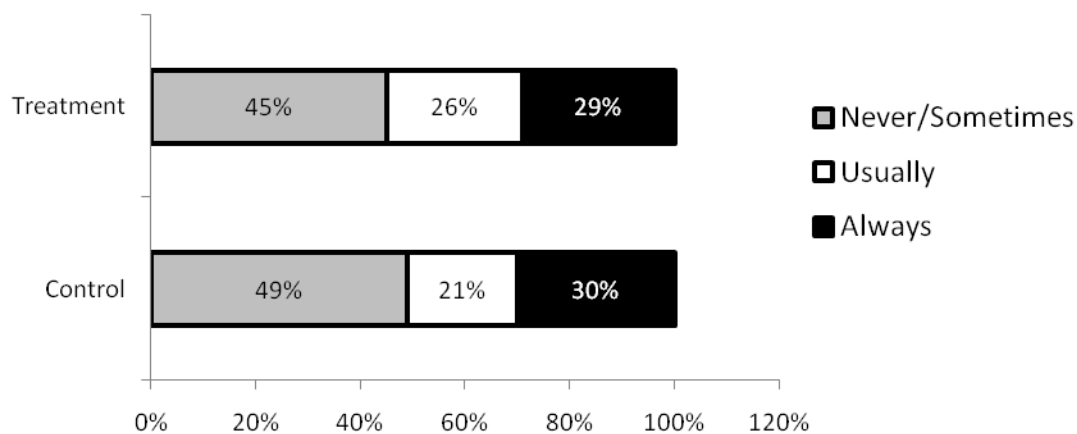
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AmeriChoice Washington
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Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 6

How Often Doctor Talks About Prevention*

In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

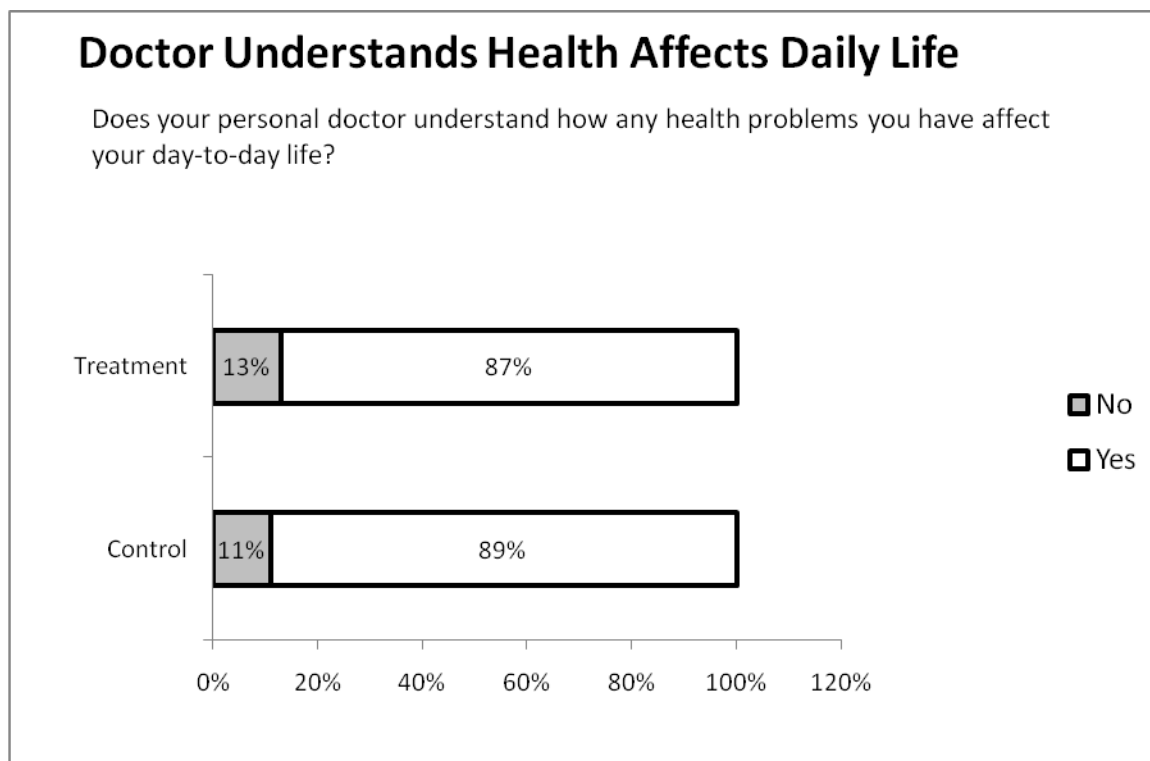
Results are based on 894 responses from the treatment group and 824 responses from the control group to this question. When weighted these responses represent 7,872 and 7,872 individuals in the treatment and control groups respectively.

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Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 9



Results are based on 790 responses from the treatment group and 712 responses from the control group to this question. When weighted these responses represent 6,915 and 6,819 individuals in the treatment and control groups respectively.

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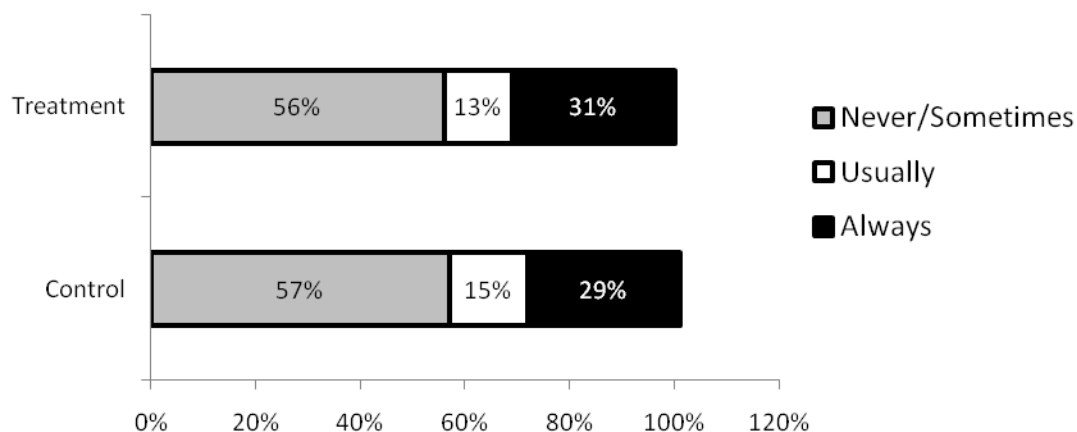
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Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 16

How Often Doctor Seems Informed

In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these other doctors or other health providers?



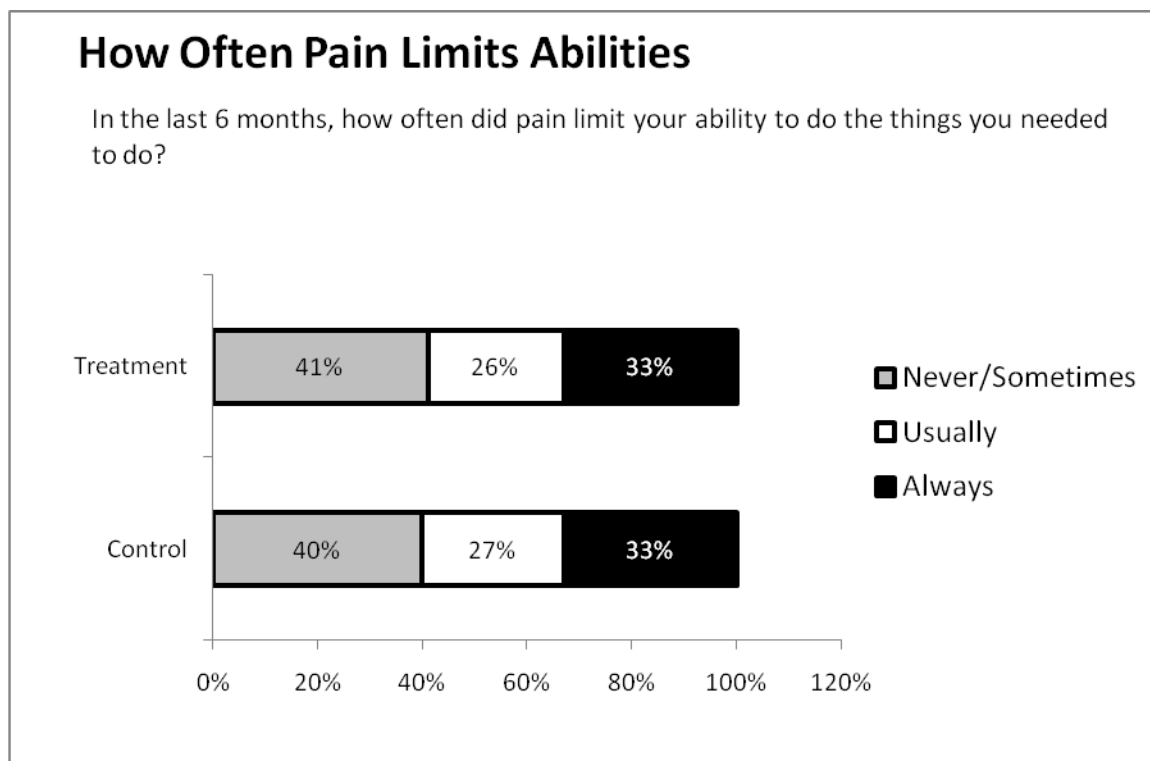
Results are based on 896 responses from the treatment group and 827 responses from the control group to this question. When weighted these responses represent 7,880 and 7,921 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

A complete copy of this report is available at <http://hrsa.dshs.wa.gov/News/Brief4Leg.htm>.

AmeriChoice Washington
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 18



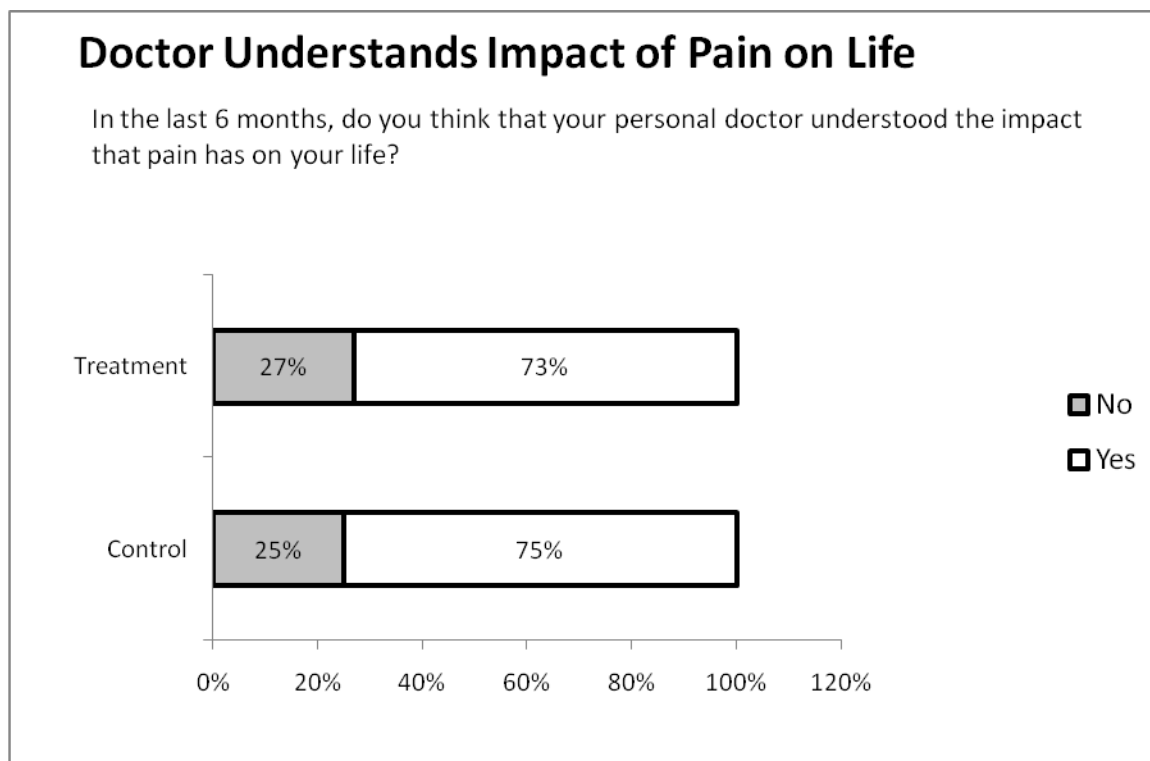
Results are based on 894 responses from the treatment group and 804 responses from the control group to this question. When weighted these responses represent 7,812 and 7,701 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

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AmeriChoice Washington
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 19



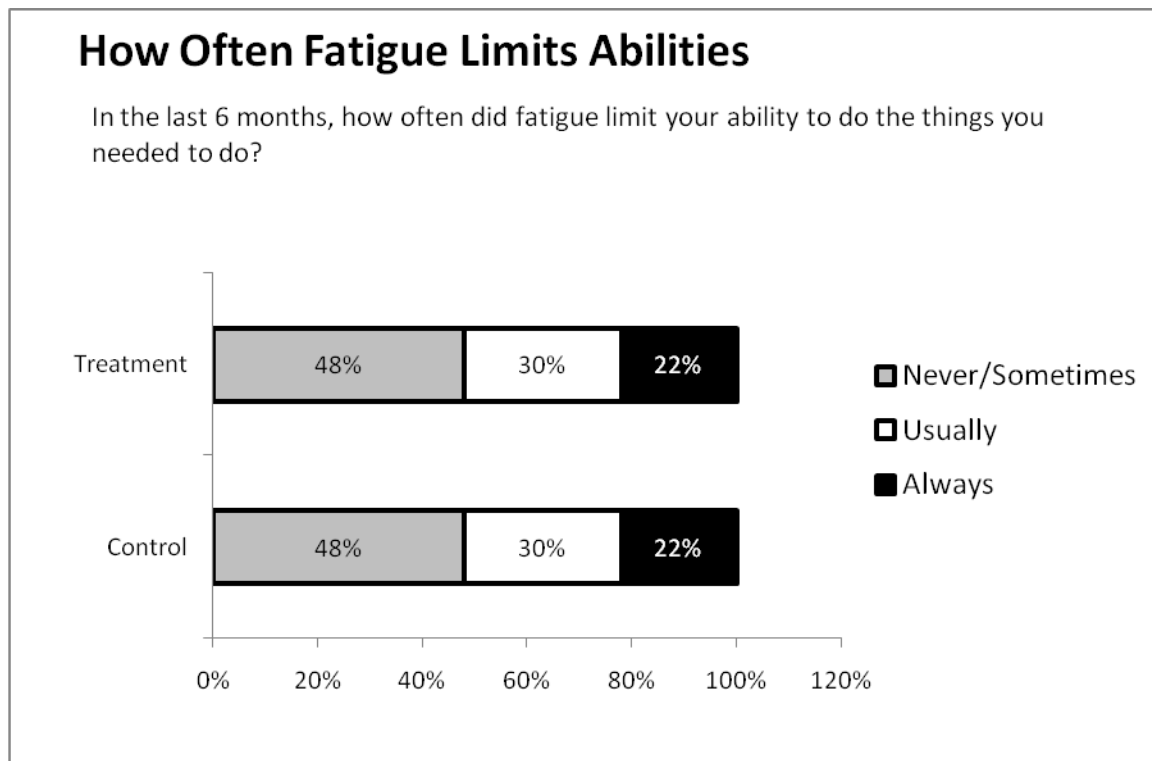
Results are based on 735 responses from the treatment group and 664 responses from the control group to this question. When weighted these responses represent 6,377 and 6,360 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

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AmeriChoice Washington
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 20



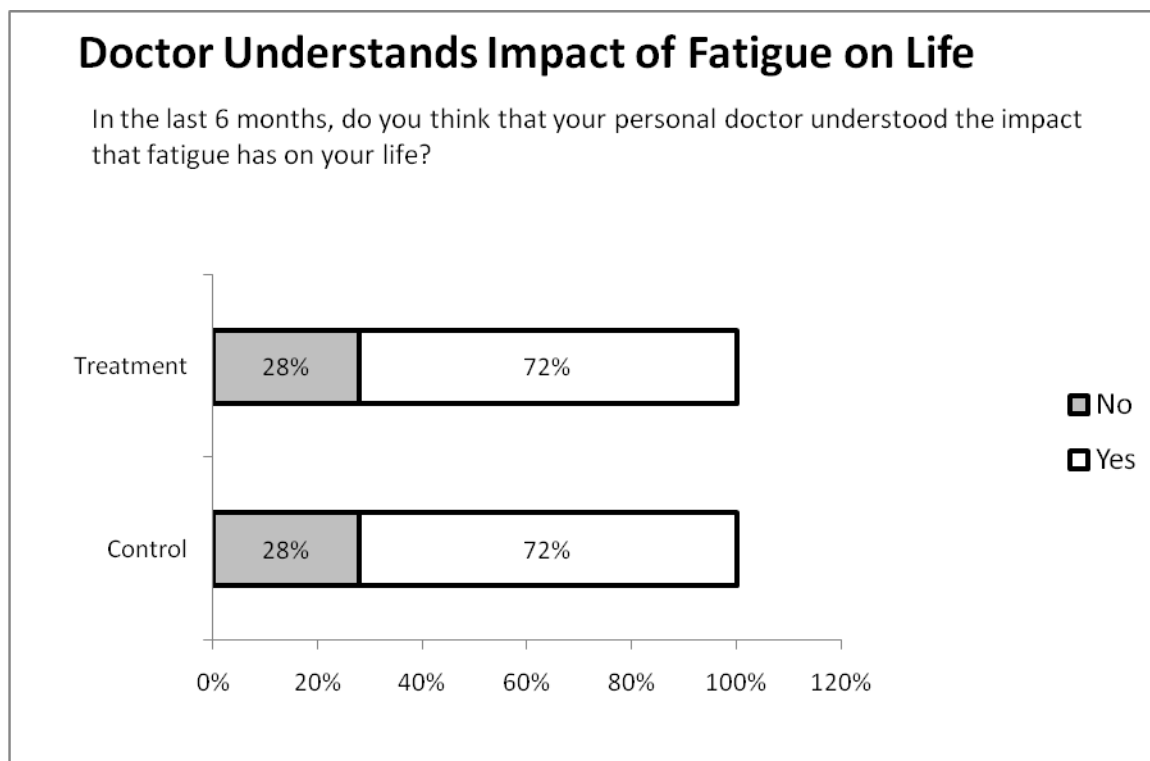
Results are based on 884 responses from the treatment group and 805 responses from the control group to this question. When weighted these responses represent 7,701 and 7,710 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

A complete copy of this report is available at <http://hrsa.dshs.wa.gov/News/Brief4Leg.htm>.

AmeriChoice Washington
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 21



Results are based on 731 responses from the treatment group and 657 responses from the control group to this question. When weighted these responses represent 6,350 and 6,293 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

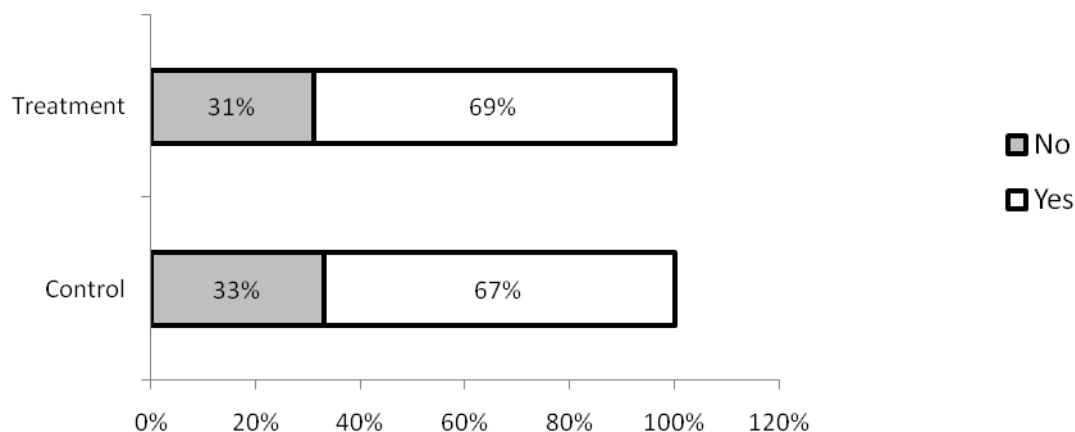
**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://hrsa.dshs.wa.gov/News/Brief4Leg.htm>.

AmeriChoice Washington
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Screeners Getting Care That Is Needed: Question 28

Made Appointments with Specialist

Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you try to make any appointments to see a specialist?



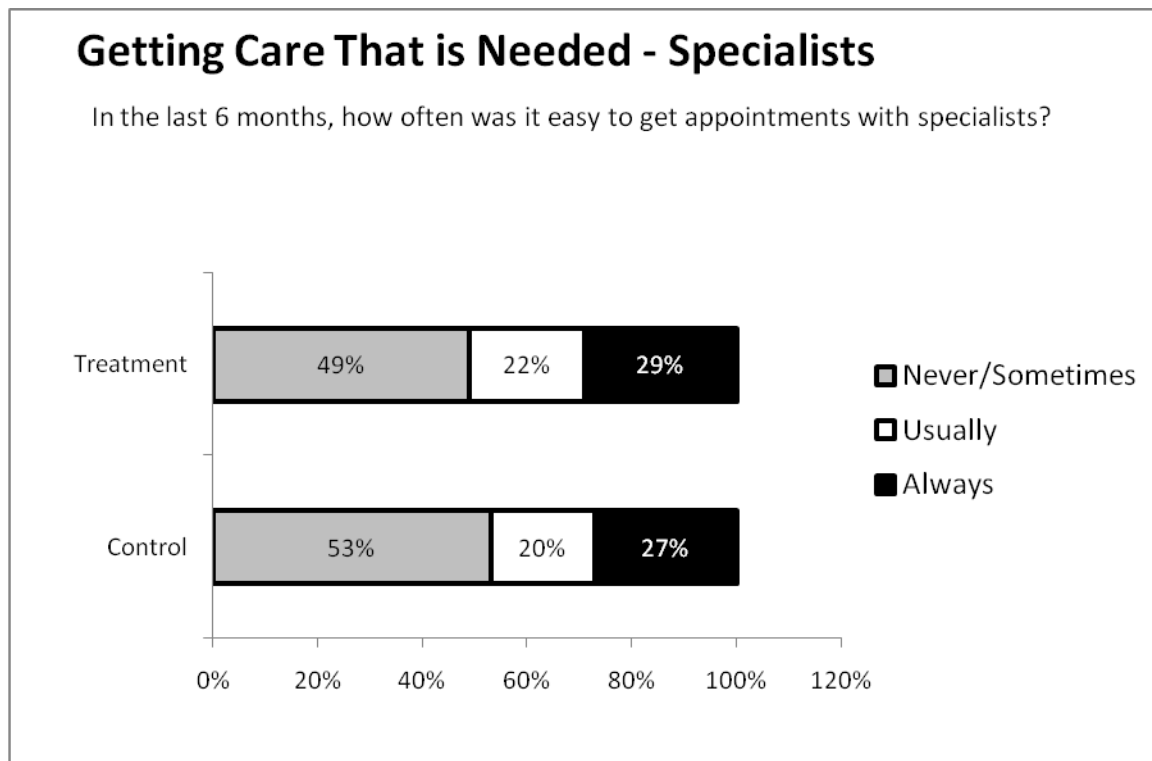
Results are based on 882 responses from the treatment group and 801 responses from the control group to this question. When weighted these responses represent 7,729 and 7,672 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

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AmeriChoice Washington
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Supplemental: Question 29



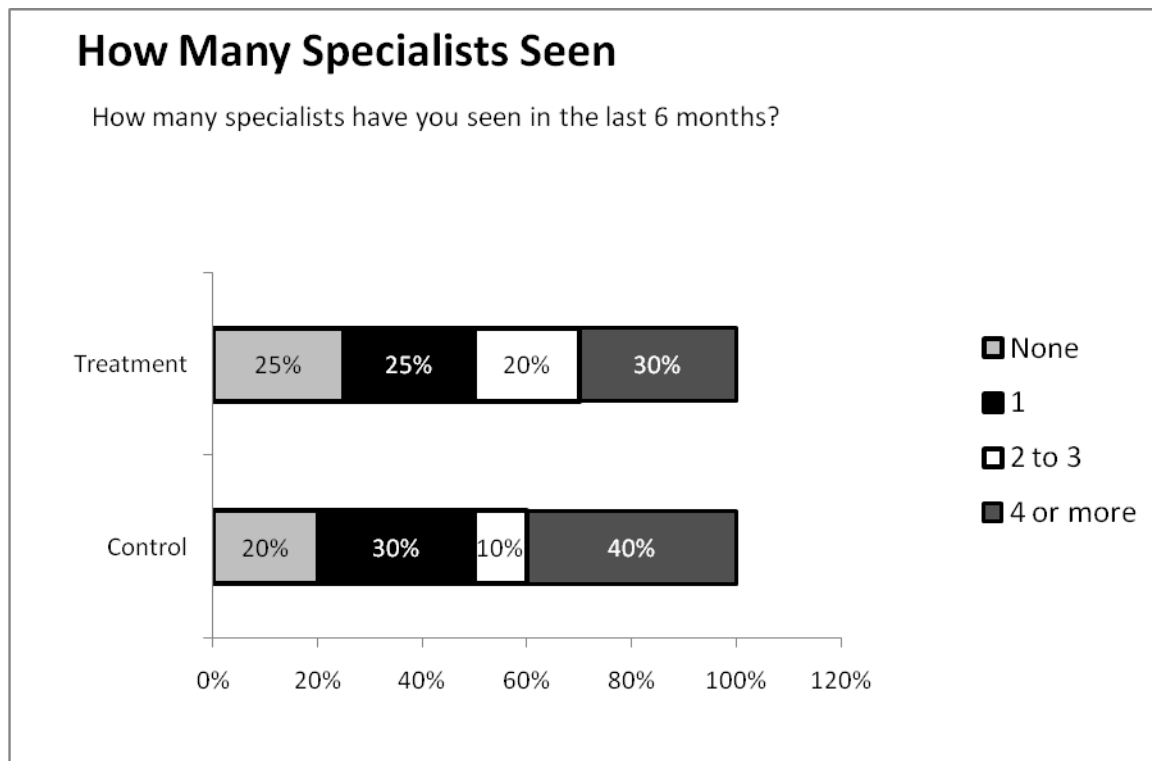
Results are based on 889 responses from the treatment group and 815 responses from the control group to this question. When weighted these responses represent 7,769 and 7,806 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

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AmeriChoice Washington
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Utilization: Question 30



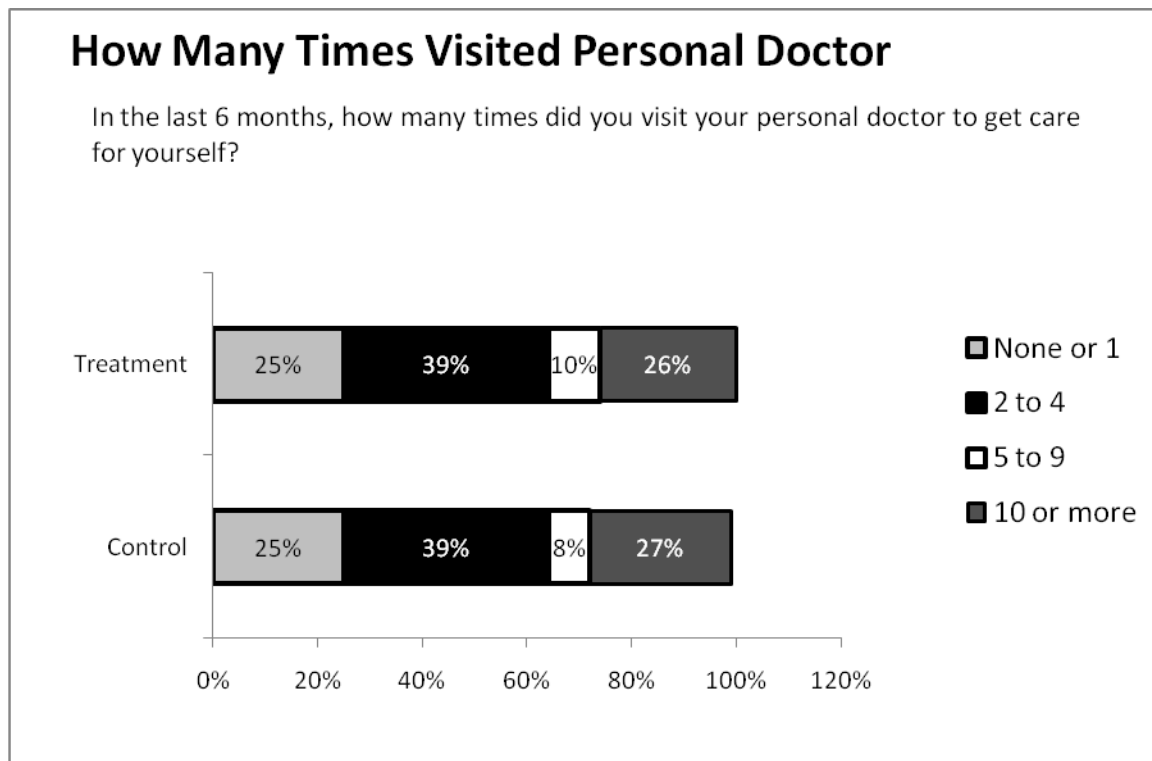
Results are based on 886 responses from the treatment group and 810 responses from the control group to this question. When weighted these responses represent 7,709 and 7,758 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

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**AmeriChoice Washington
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Utilization: Question 10**



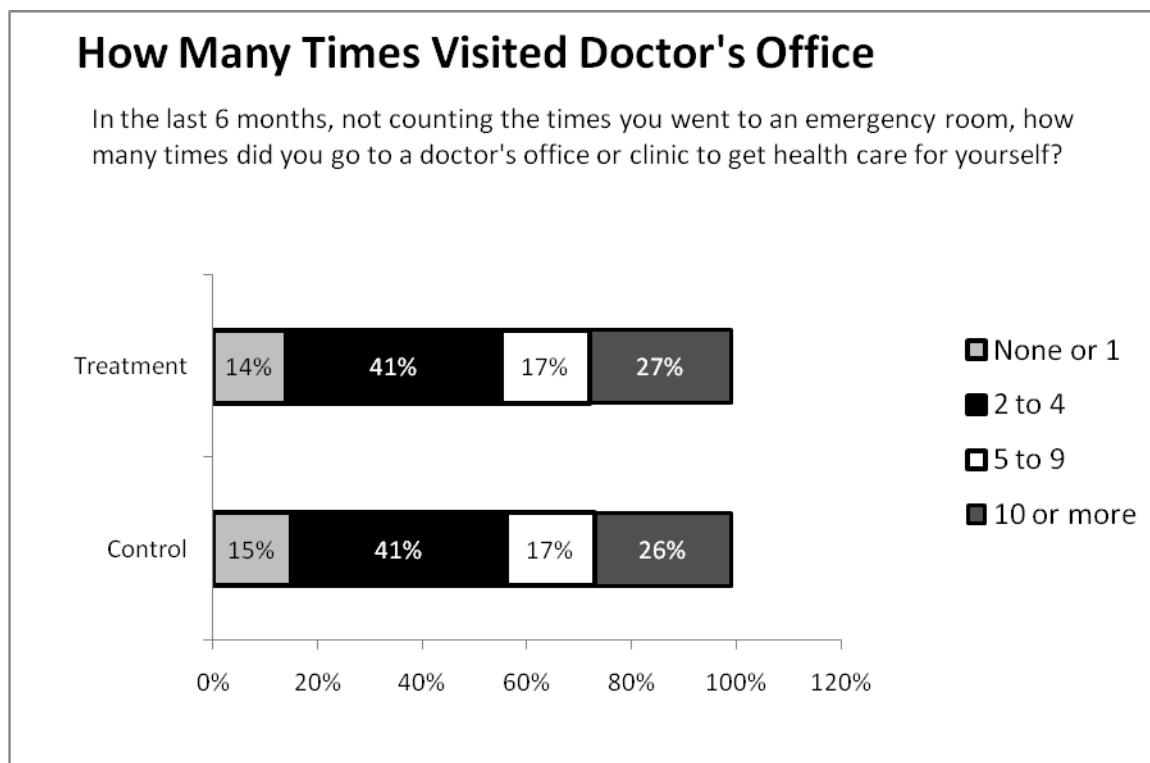
Results are based on 888 responses from the treatment group and 806 responses from the control group to this question. When weighted these responses represent 7,753 and 7,720 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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AmeriChoice Washington
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Utilization: Question 5



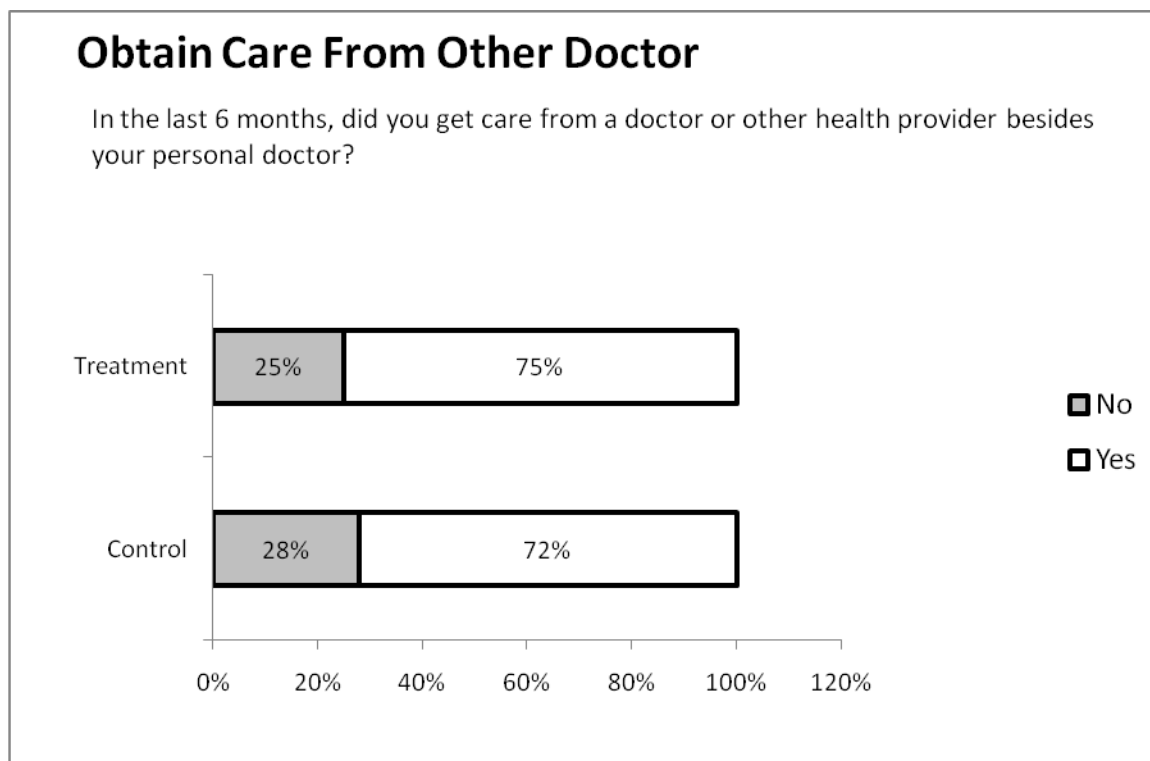
Results are based on 257 responses from the treatment group and 213 responses from the control group to this question. When weighted these responses represent 7,547 and 7,701 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

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AmeriChoice Washington
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Utilization: Question 15



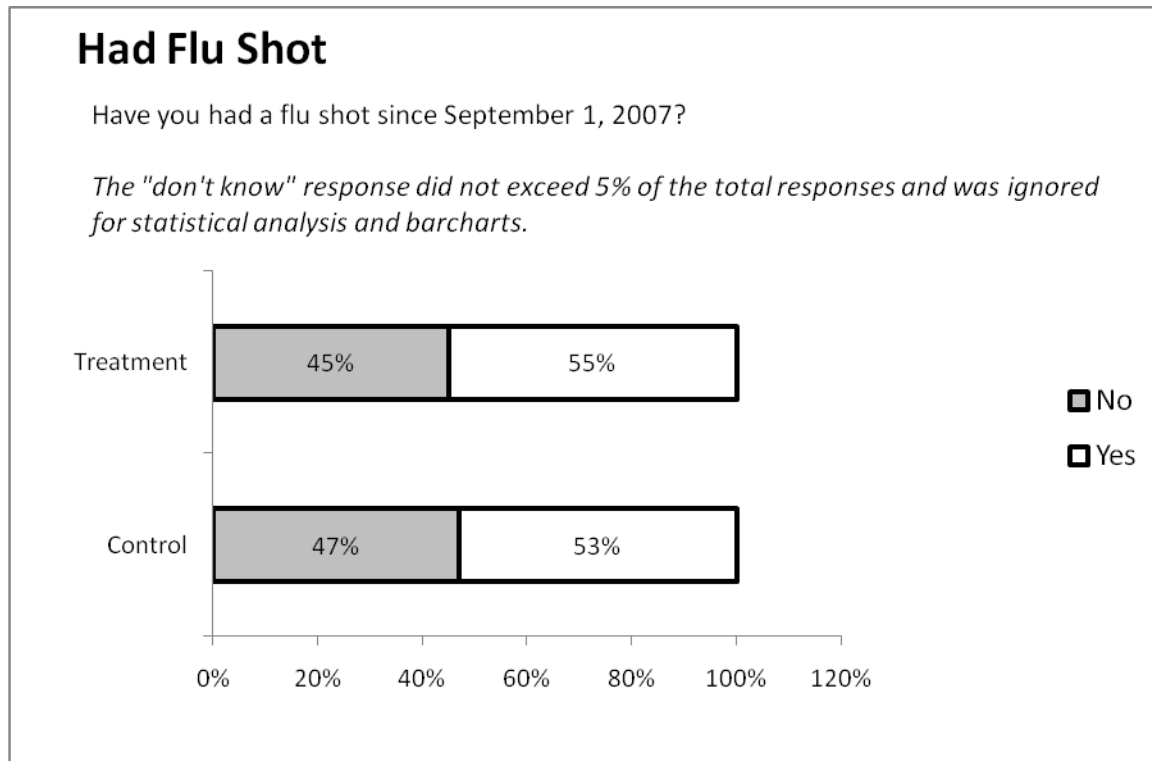
Results are based on 743 responses from the treatment group and 669 responses from the control group to this question. When weighted these responses represent 6,456 and 6,408 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

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**AmeriChoice Washington
Chronic Care Management Project
Healthcare Effectiveness Data and Information Set
Flu Shot: Question 55 modified**



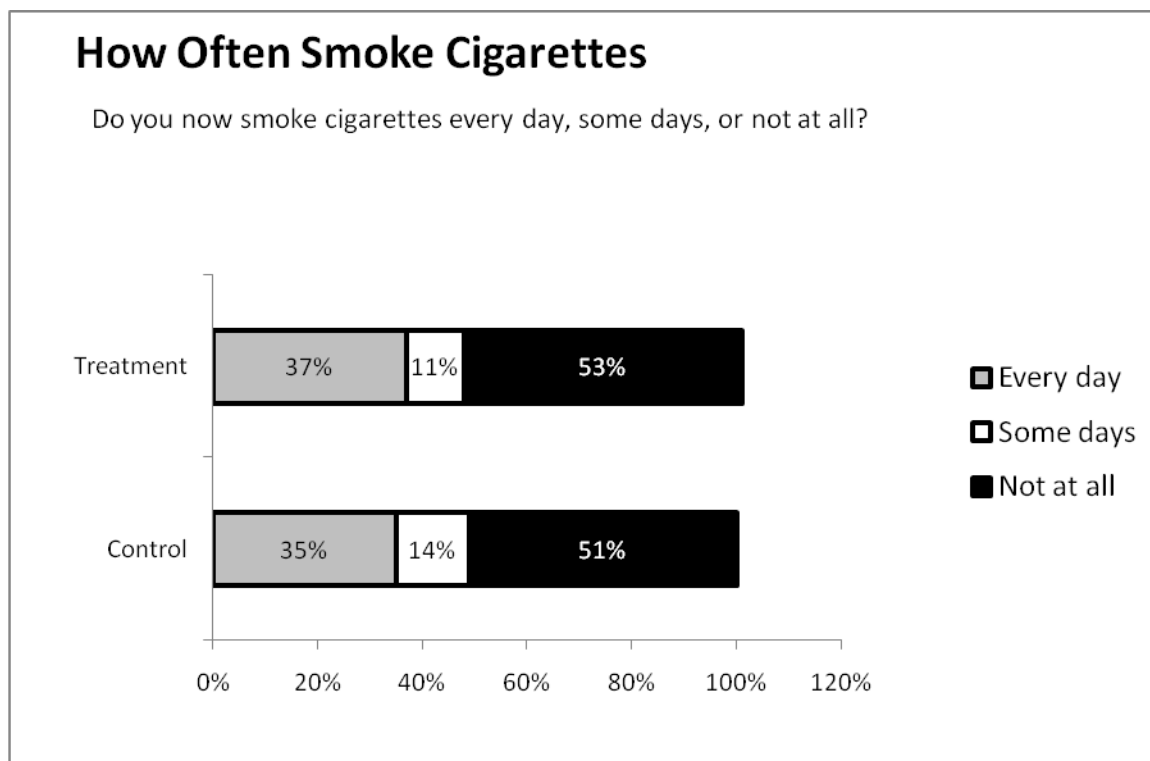
Results are based on 848 responses from the treatment group and 786 responses from the control group to this question. When weighted these responses represent 7,599 and 7,681 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://hrsa.dshs.wa.gov/News/Brief4Leg.htm>.

**AmeriChoice Washington
Chronic Care Management Project
Healthcare Effectiveness Data and Information Set
Tobacco Use: Question 56**



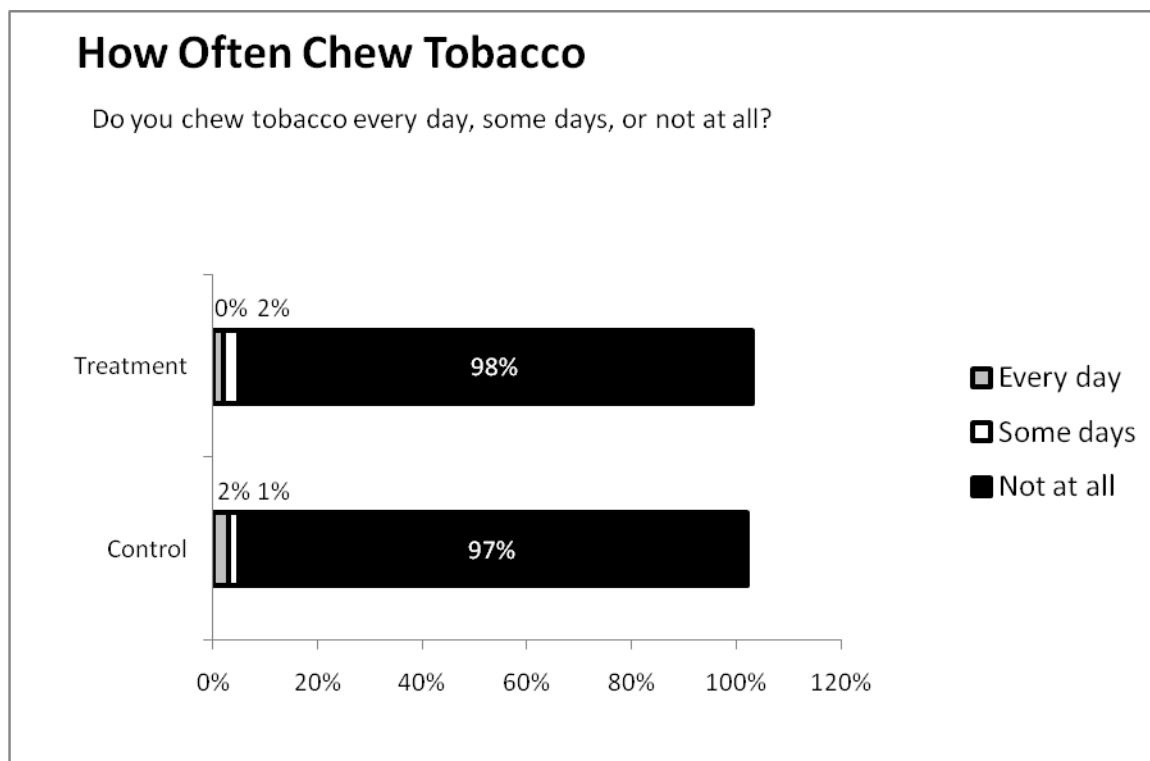
Results are based on 867 responses from the treatment group and 791 responses from the control group to this question. When weighted these responses represent 7,599 and 7,576 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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**AmeriChoice Washington
Chronic Care Management Project
Healthcare Effectiveness Data and Information Set
Tobacco Use: Question 57**



Note: Only current smokers were instructed to answer this question.

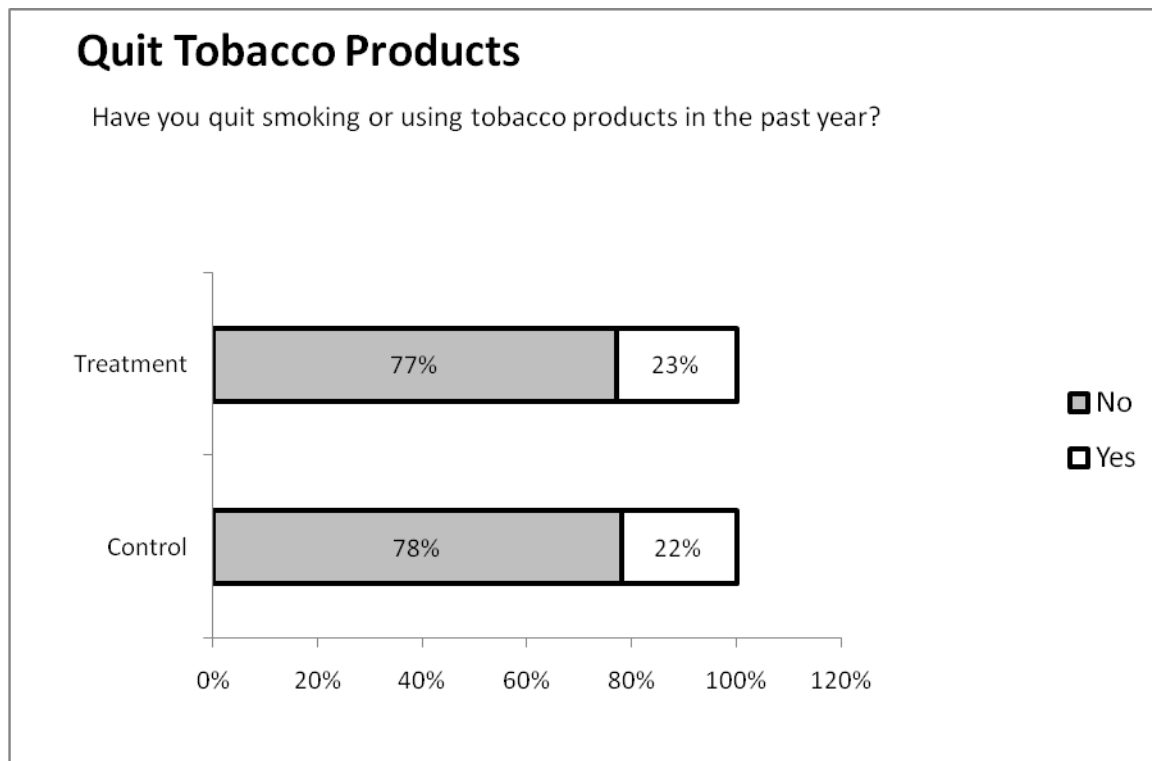
Results are based on 412 responses from the treatment group and 377 responses from the control group to this question. When weighted these responses represent 3,464 and 3,611 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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**AmeriChoice Washington
Chronic Care Management Project
Healthcare Effectiveness Data and Information Set
Tobacco Use: Question 58**



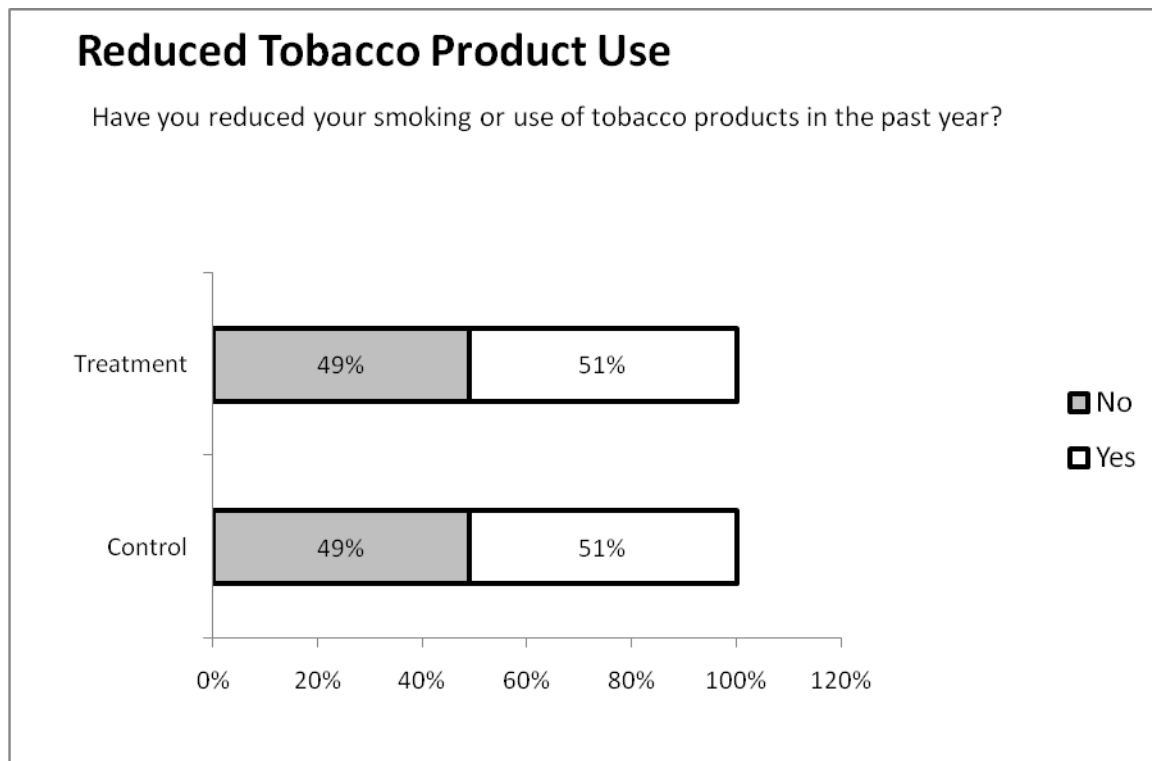
Results are based on 832 responses from the treatment group and 765 responses from the control group to this question. When weighted these responses represent 7,259 and 7,327 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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**AmeriChoice Washington
Chronic Care Management Project
Healthcare Effectiveness Data and Information Set
Tobacco Use: Question 59**



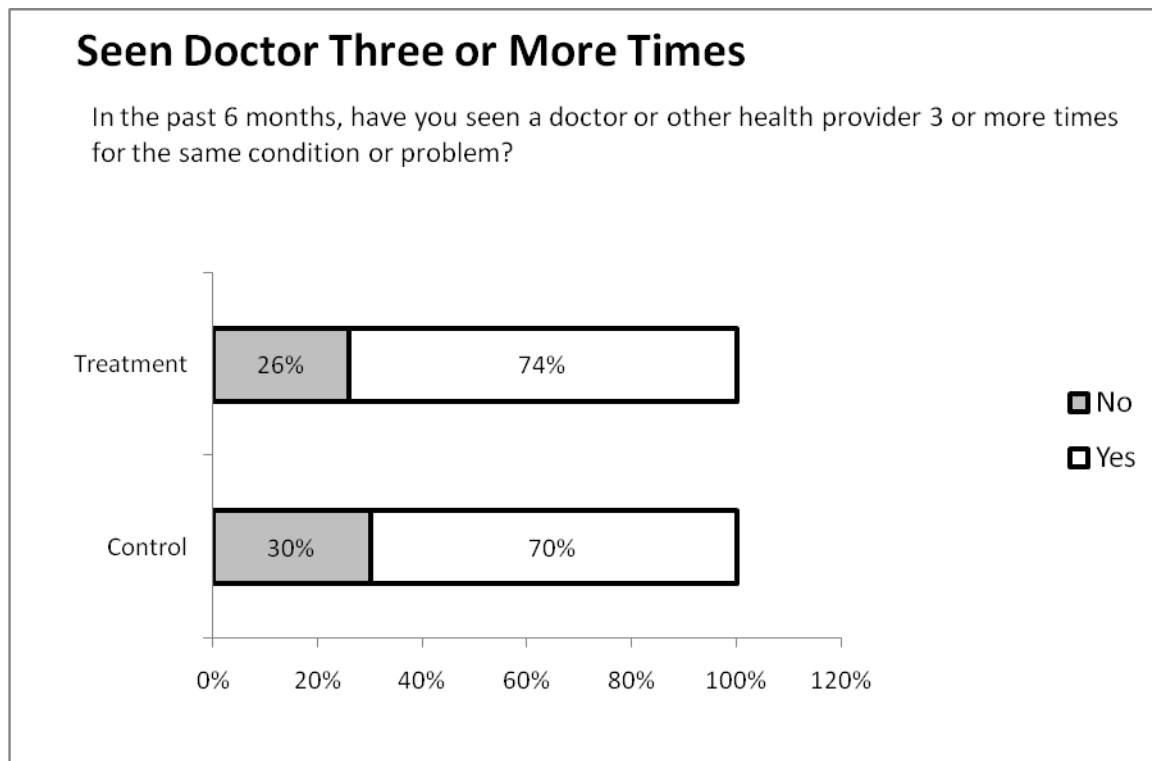
Results are based on 800 responses from the treatment group and 731 responses from the control group to this question. When weighted these responses represent 6,978 and 7,001 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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AmeriChoice Washington
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
 Screener Chronic Conditions: Question 46



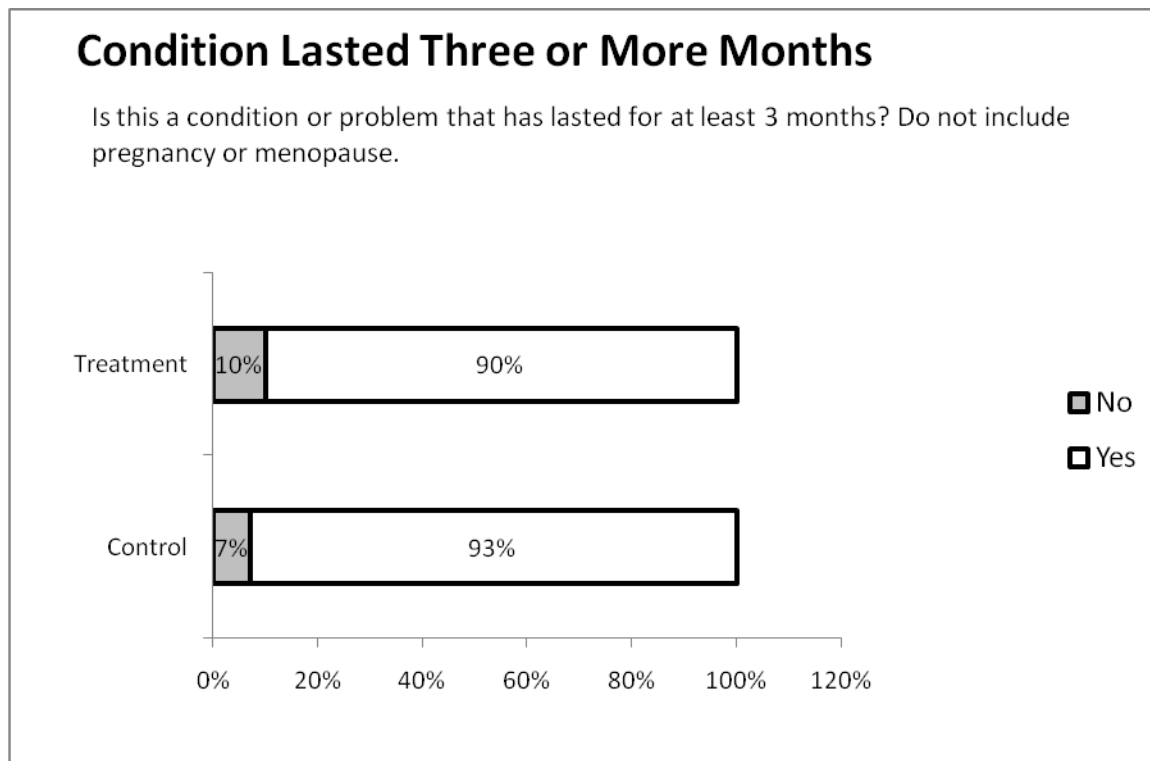
Results are based on 870 responses from the treatment group and 792 responses from the control group to this question. When weighted these responses represent 7,611 and 7,586 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

A complete copy of this report is available at <http://hrsa.dshs.wa.gov/News/Brief4Leg.htm>.

AmeriChoice Washington
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
 Screener Chronic Conditions: Question 47



Results are based on 631 responses from the treatment group and 531 responses from the control group to this question. When weighted these responses represent 5,432 and 5,086 individuals in the treatment and control groups respectively.

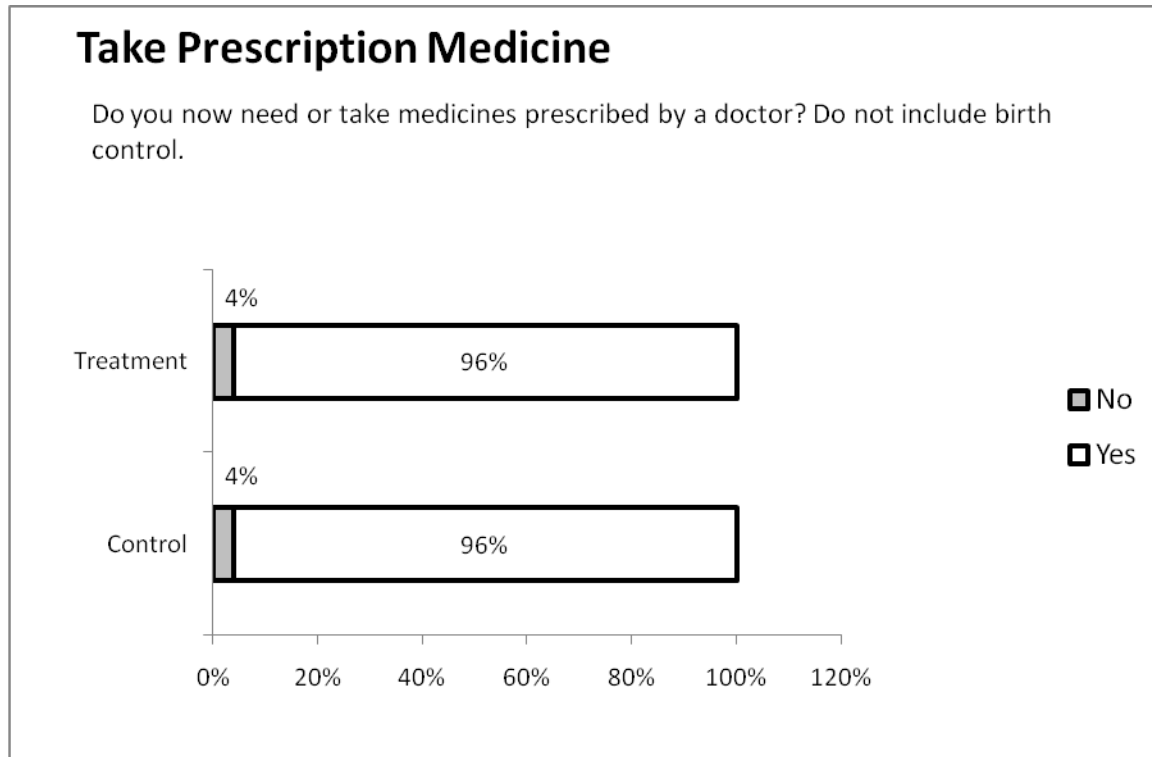
The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

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AmeriChoice Washington Chronic Care Management Project

Consumer Assessment of Healthcare Providers and Systems Screener Chronic Conditions: Question 48



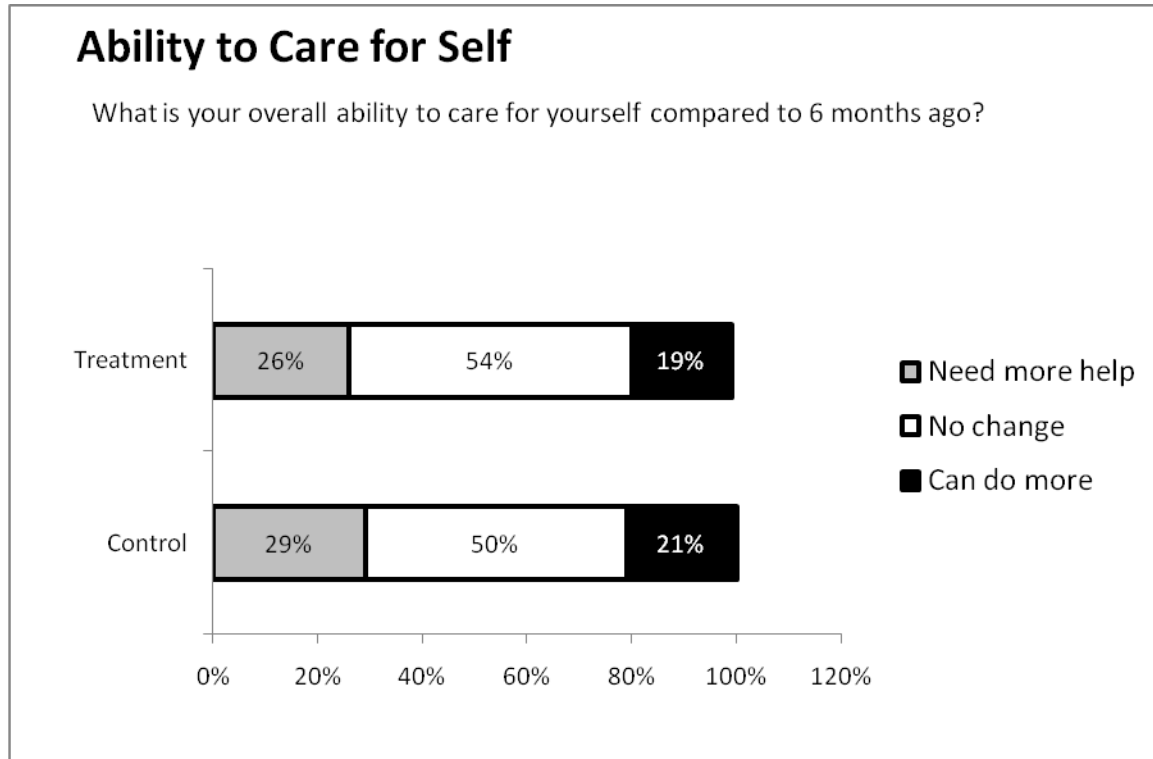
Results are based on 871 responses from the treatment group and 799 responses from the control group to this question. When weighted these responses represent 7,639 and 7,653 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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**AmeriChoice Washington
Chronic Care Management Project
Department of Social and Health Services
About You: Question 49**



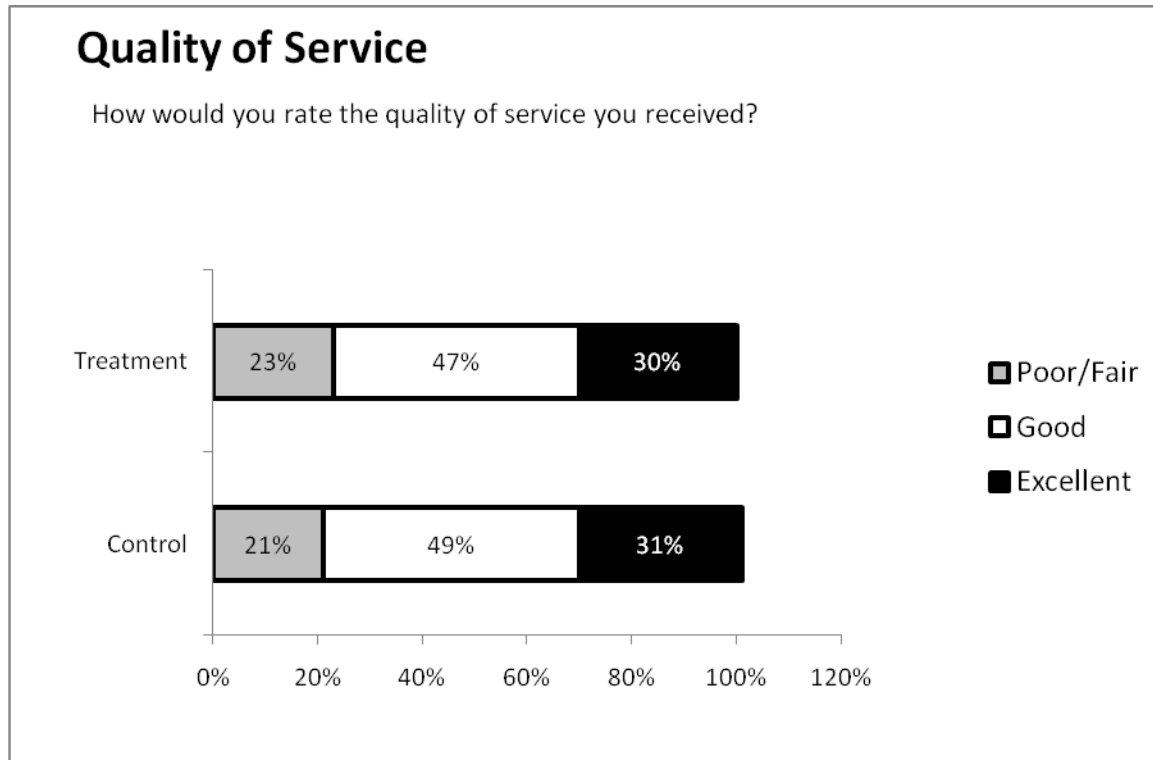
Results are based on 867 responses from the treatment group and 790 responses from the control group to this question. When weighted these responses represent 7,611 and 7,566 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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**AmeriChoice Washington
Chronic Care Management Project
Client Satisfaction Questionnaire: Question 1**



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

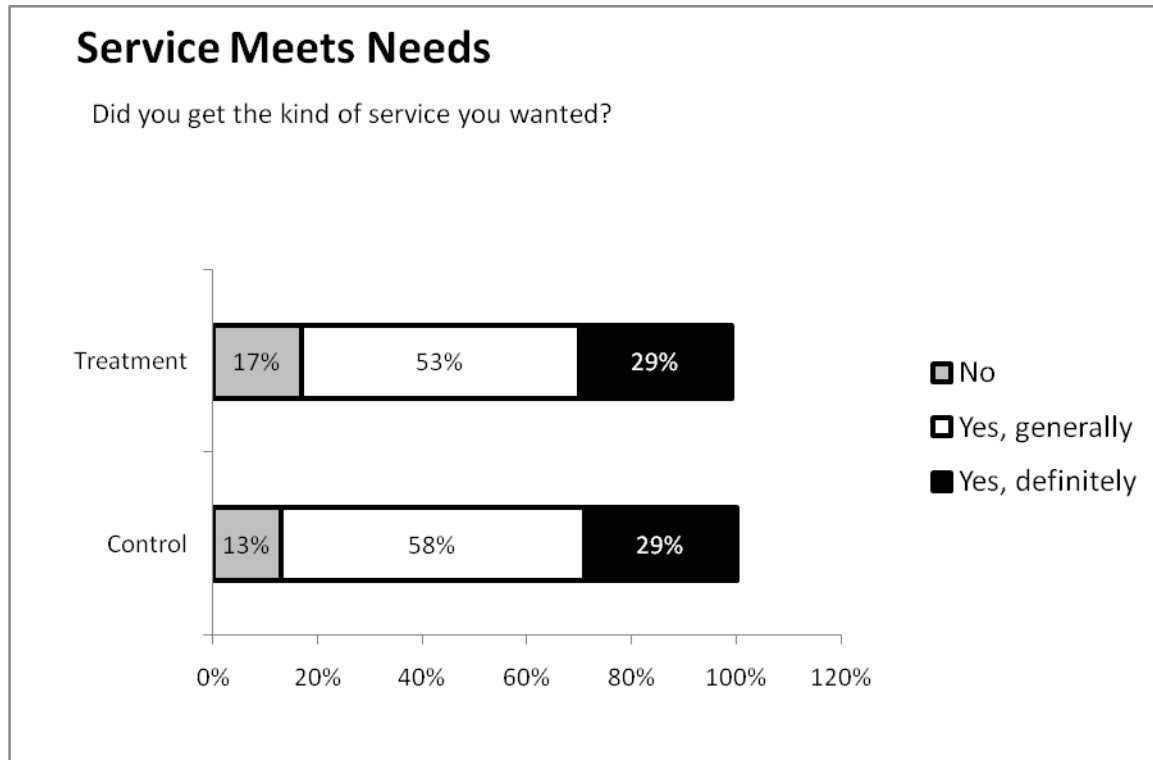
Results are based on 762 responses from the treatment group and 703 responses from the control group to this question. When weighted these responses represent 6,662 and 6,733 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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**AmeriChoice Washington
Chronic Care Management Project
Client Satisfaction Questionnaire: Question 2**



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

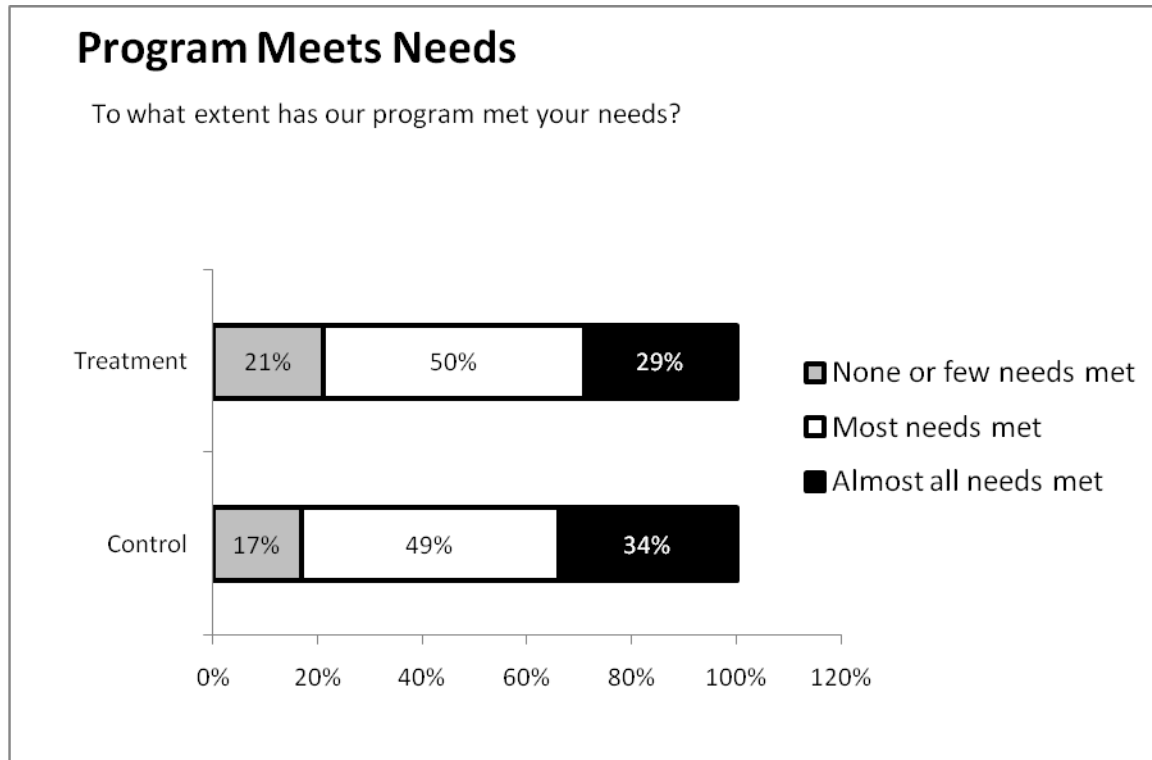
Results are based on 758 responses from the treatment group and 700 responses from the control group to this question. When weighted these responses represent 6,623 and 6,704 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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**AmeriChoice Washington
Chronic Care Management Project
Client Satisfaction Questionnaire: Question 3**



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

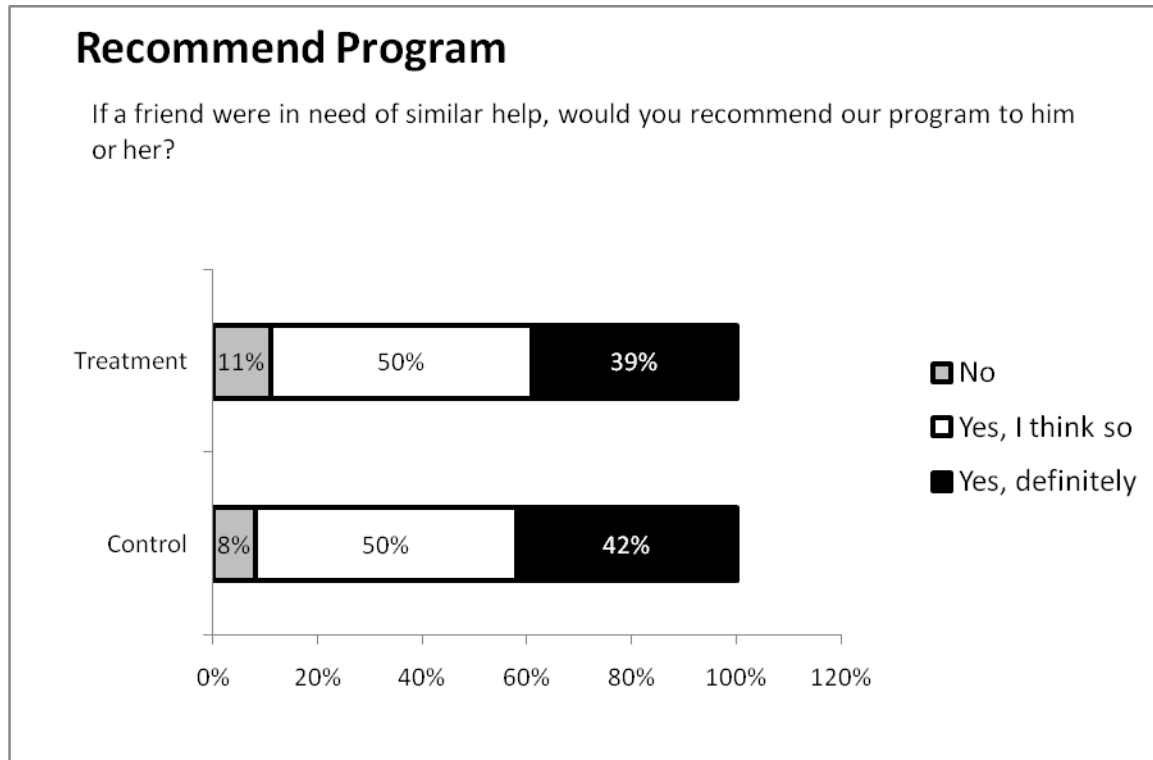
Results are based on 759 responses from the treatment group and 704 responses from the control group to this question. When weighted these responses represent 6,591 and 6,743 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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AmeriChoice Washington
Chronic Care Management Project
Client Satisfaction Questionnaire: Question 4



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

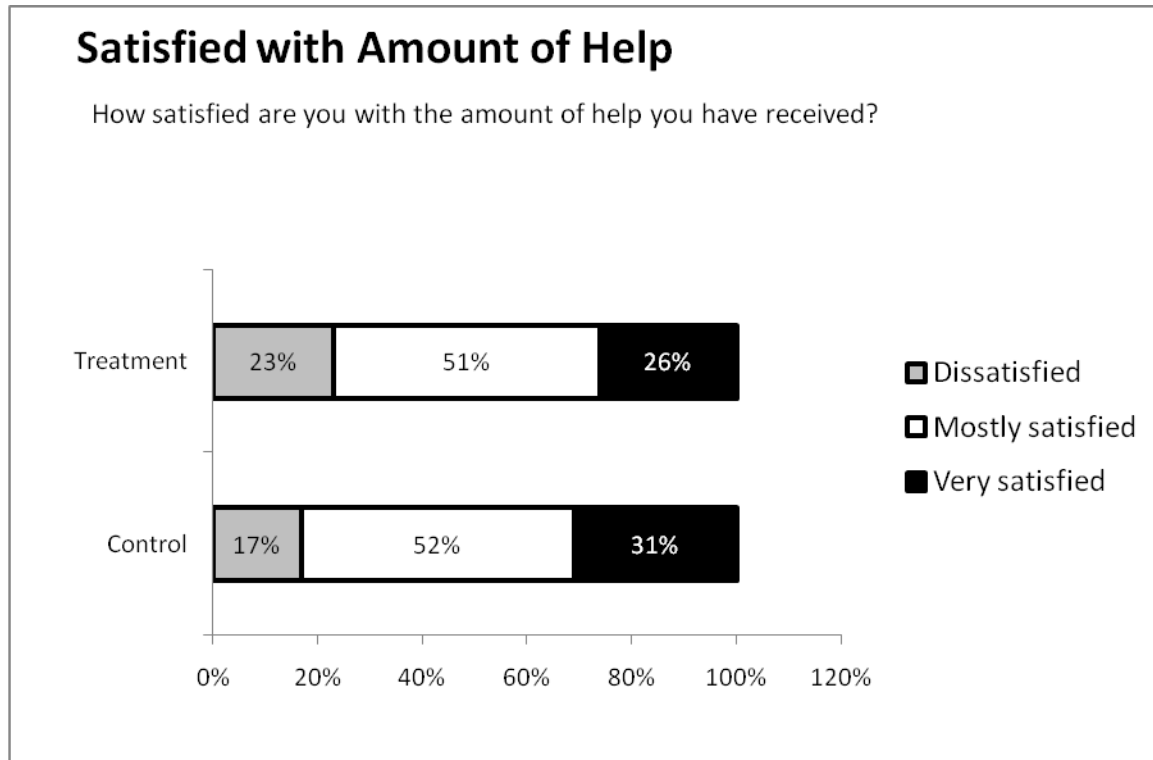
Results are based on 755 responses from the treatment group and 696 responses from the control group to this question. When weighted these responses represent 6,551 and 6,666 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

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**AmeriChoice Washington
Chronic Care Management Project
Client Satisfaction Questionnaire: Question 5**



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

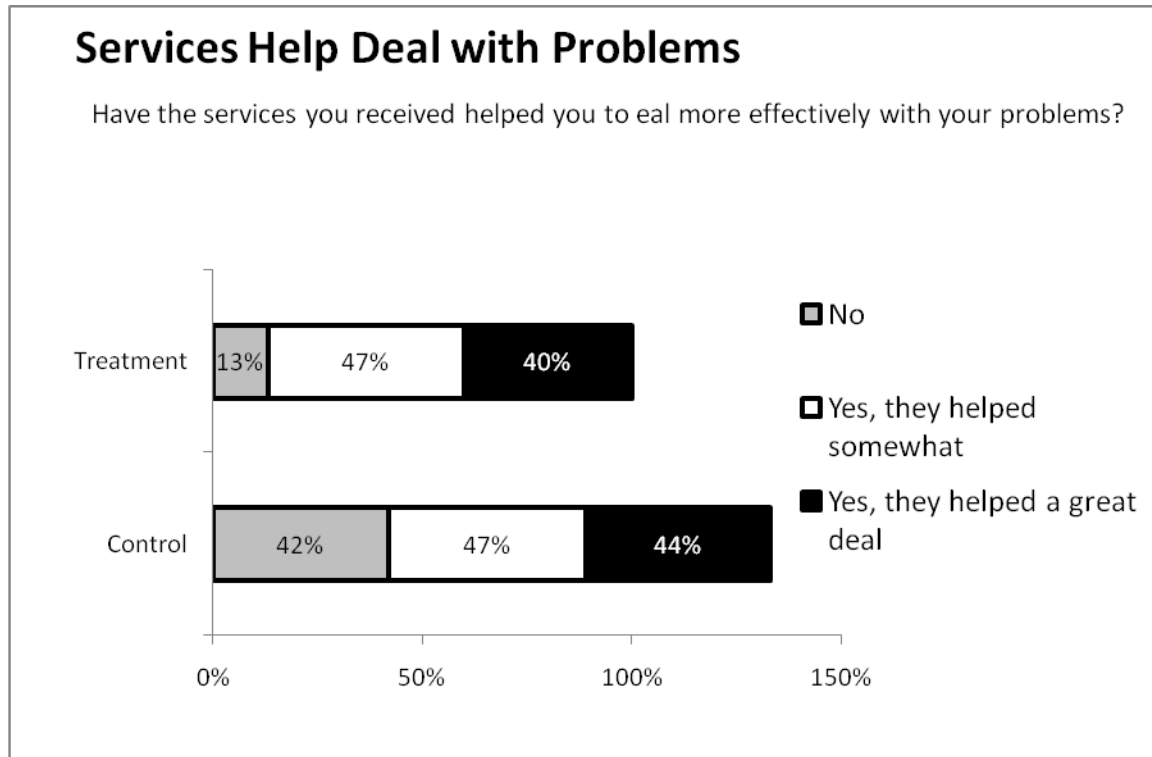
Results are based on 762 responses from the treatment group and 705 responses from the control group to this question. When weighted these responses represent 6,590 and 6,752 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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AmeriChoice Washington
Chronic Care Management Project
Client Satisfaction Questionnaire: Question 6



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

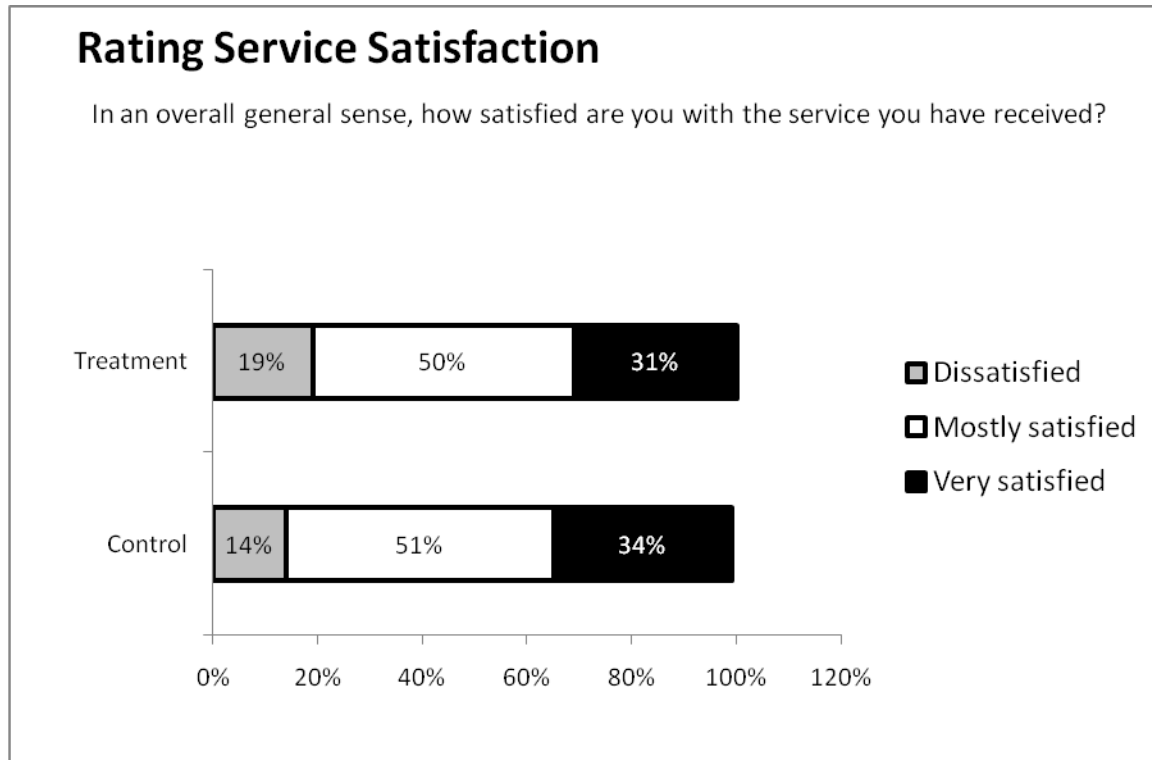
Results are based on 756 responses from the treatment group and 701 responses from the control group to this question. When weighted these responses represent 6,531 and 6,714 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

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**AmeriChoice Washington
Chronic Care Management Project
Client Satisfaction Questionnaire: Question 7**



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

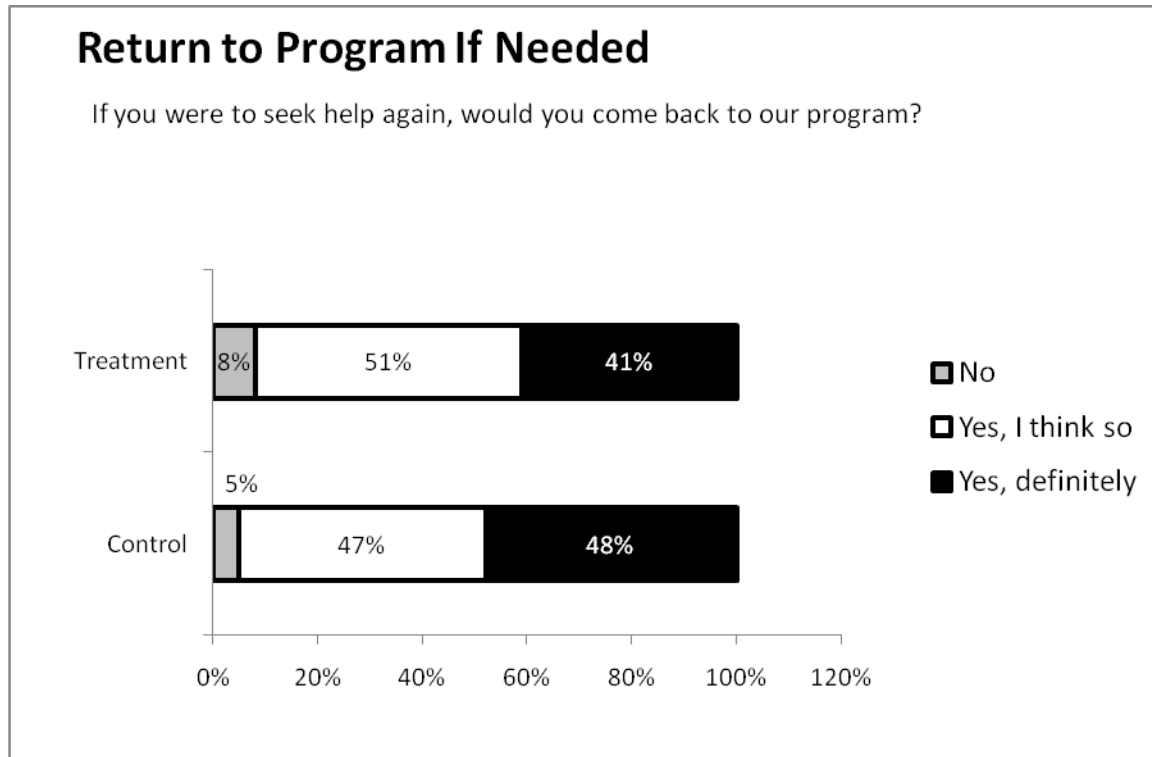
Results are based on 765 responses from the treatment group and 706 responses from the control group to this question. When weighted these responses represent 6,602 and 6,762 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://hrsa.dshs.wa.gov/News/Brief4Leg.htm>.

**AmeriChoice Washington
Chronic Care Management Project
Client Satisfaction Questionnaire: Question 8**



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

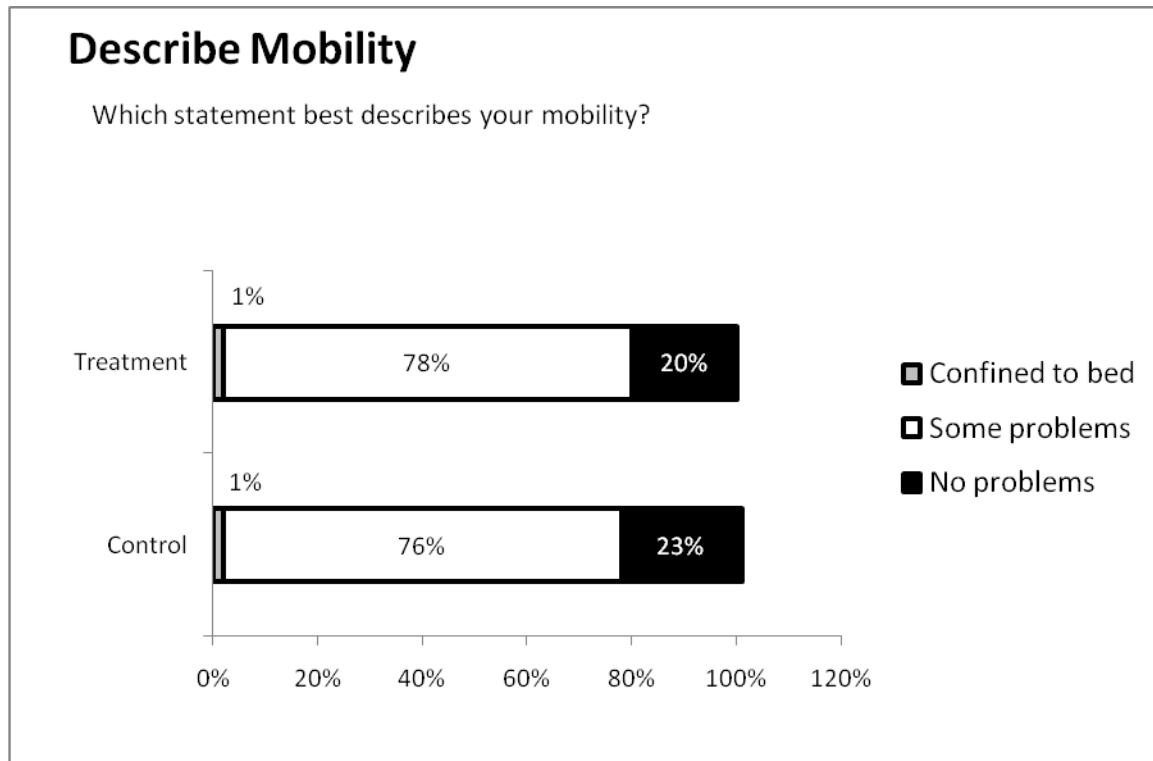
Results are based on 750 responses from the treatment group and 699 responses from the control group to this question. When weighted these responses represent 6,472 and 6,695 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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AmeriChoice Washington
Chronic Care Management Project
EQ-5D
Health Status: Question 50



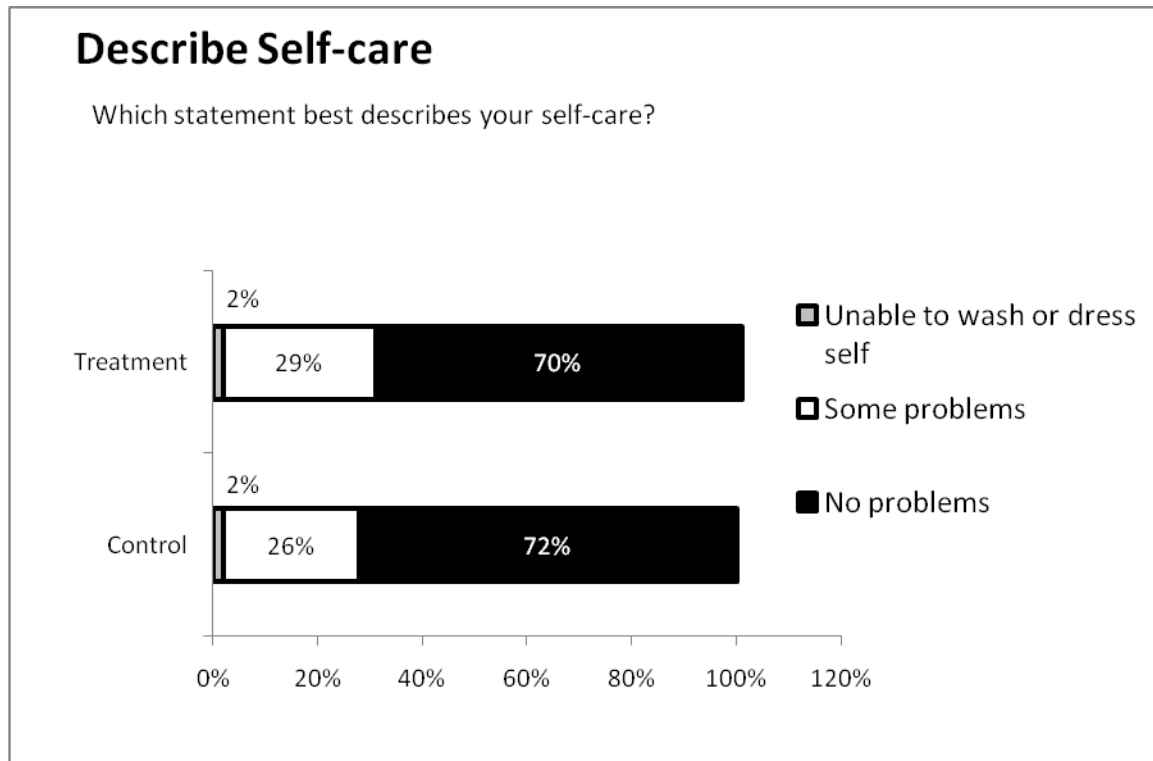
Results are based on 860 responses from the treatment group and 795 responses from the control group to this question. When weighted these responses represent 7,488 and 7,614 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

A complete copy of this report is available at <http://hrsa.dshs.wa.gov/News/Brief4Leg.htm>.

AmeriChoice Washington
Chronic Care Management Project
EQ-5D
Health Status: Question 51



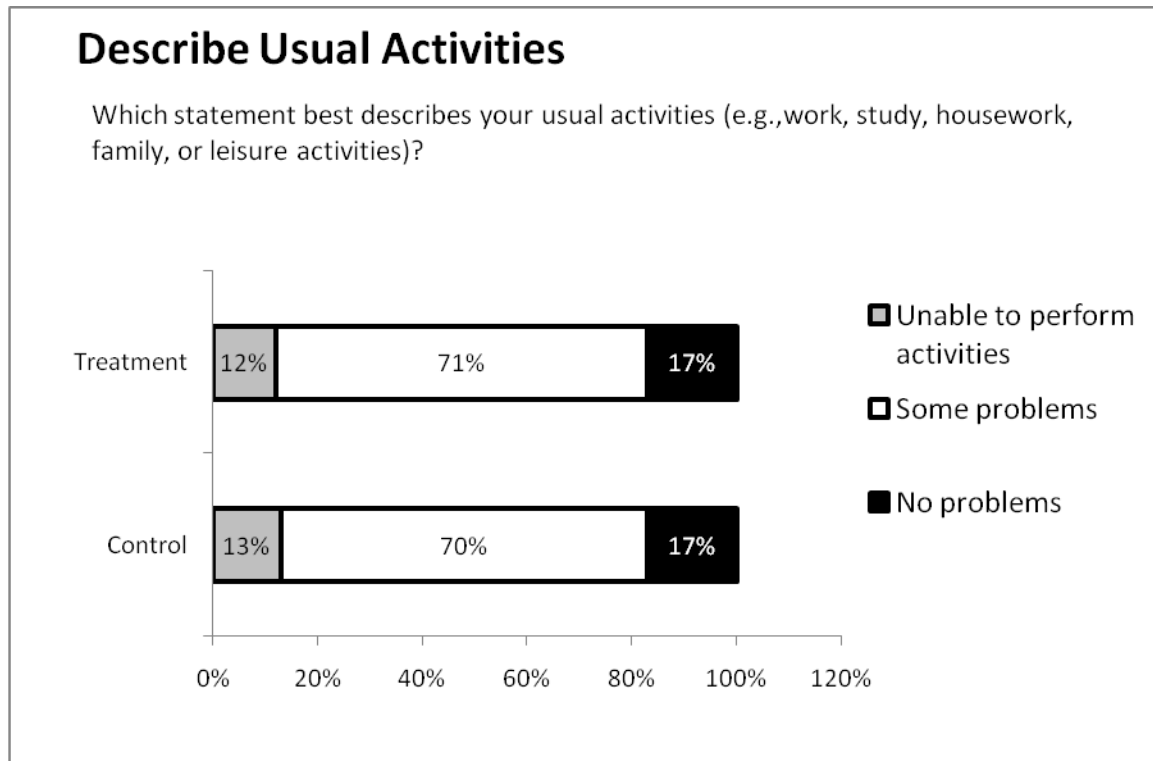
Results are based on 869 responses from the treatment group and 794 responses from the control group to this question. When weighted these responses represent 7,607 and 7,605 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

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AmeriChoice Washington
Chronic Care Management Project
EQ-5D
Health Status: Question 52



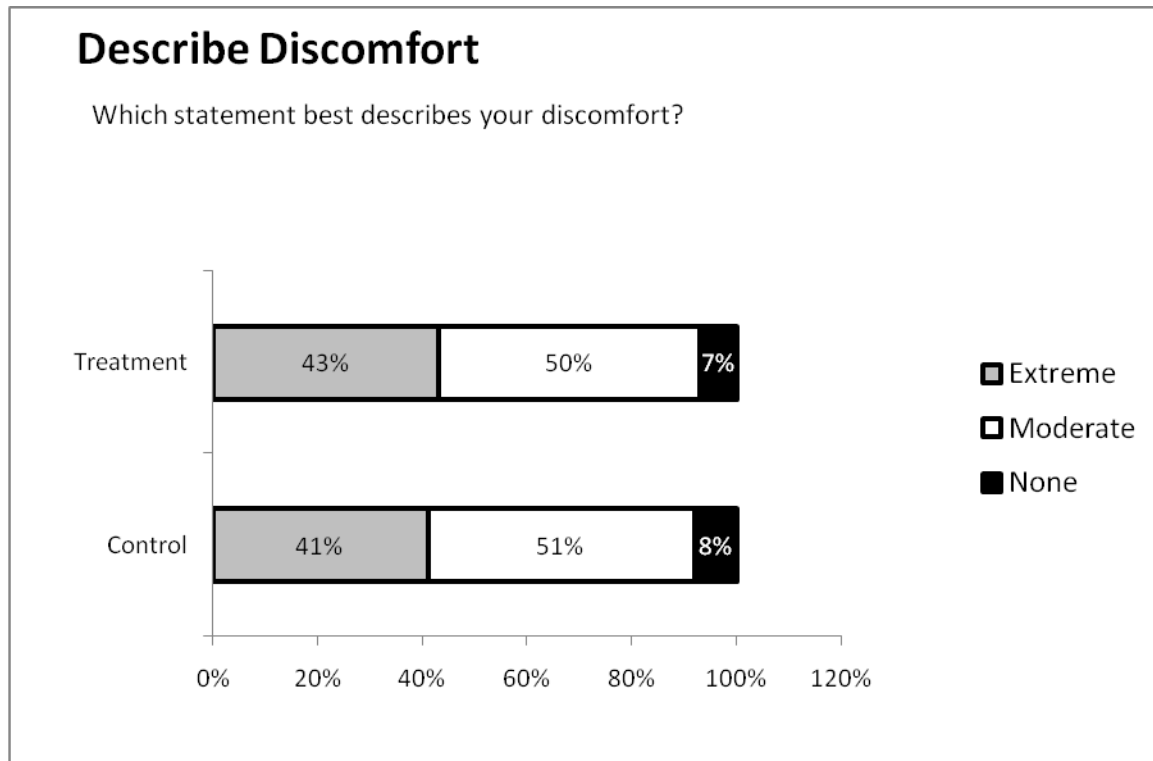
Results are based on 864 responses from the treatment group and 792 responses from the control group to this question. When weighted these responses represent 7,587 and 7,586 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

A complete copy of this report is available at <http://hrsa.dshs.wa.gov/News/Brief4Leg.htm>.

AmeriChoice Washington
Chronic Care Management Project
EQ-5D
Health Status: Question 53



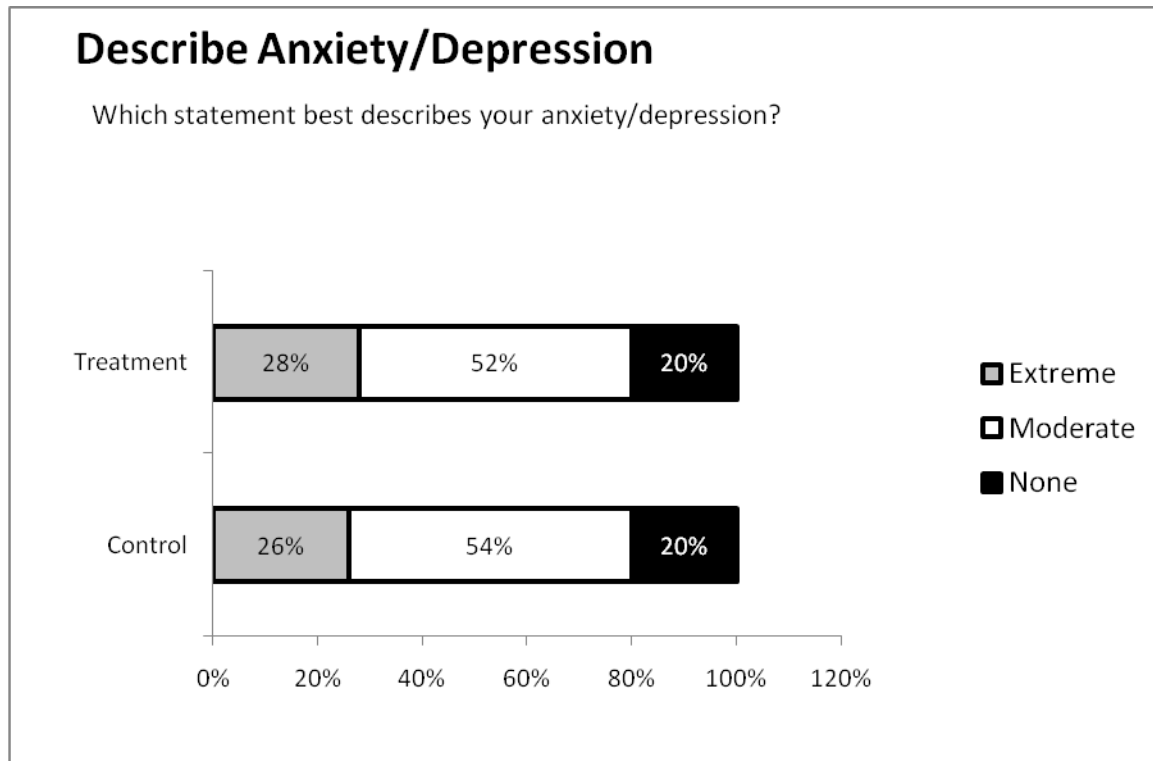
Results are based on 853 responses from the treatment group and 779 responses from the control group to this question. When weighted these responses represent 7,425 and 7,461 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

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AmeriChoice Washington
Chronic Care Management Project
EQ-5D
Health Status: Question 54



Results are based on 856 responses from the treatment group and 775 responses from the control group to this question. When weighted these responses represent 7,484 and 7,423 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

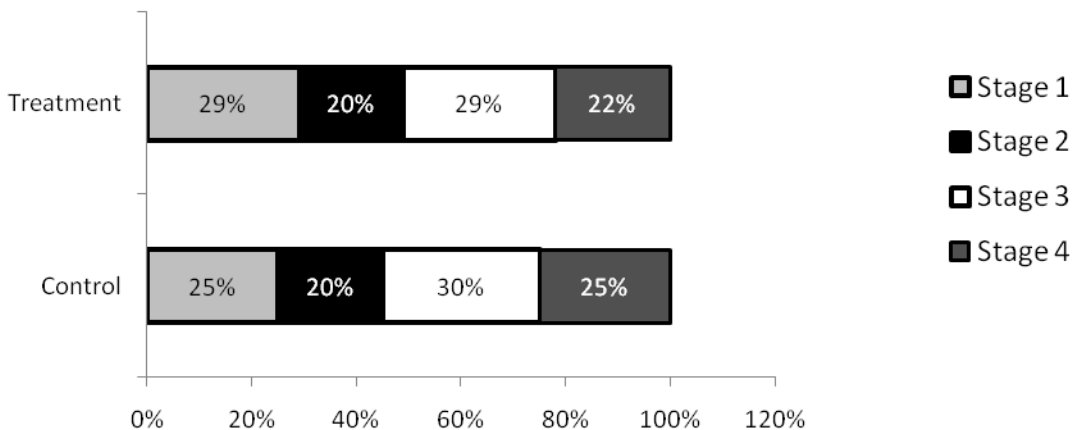
2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

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AmeriChoice Washington
Chronic Care Management Project
Patient Activation Measure 13: Composite

PAM-13 Activation Stage

These charts show the Patient Activation Stages, which are calculated from responses to the questions 32 - 44. Individual question-level responses immediately follow.



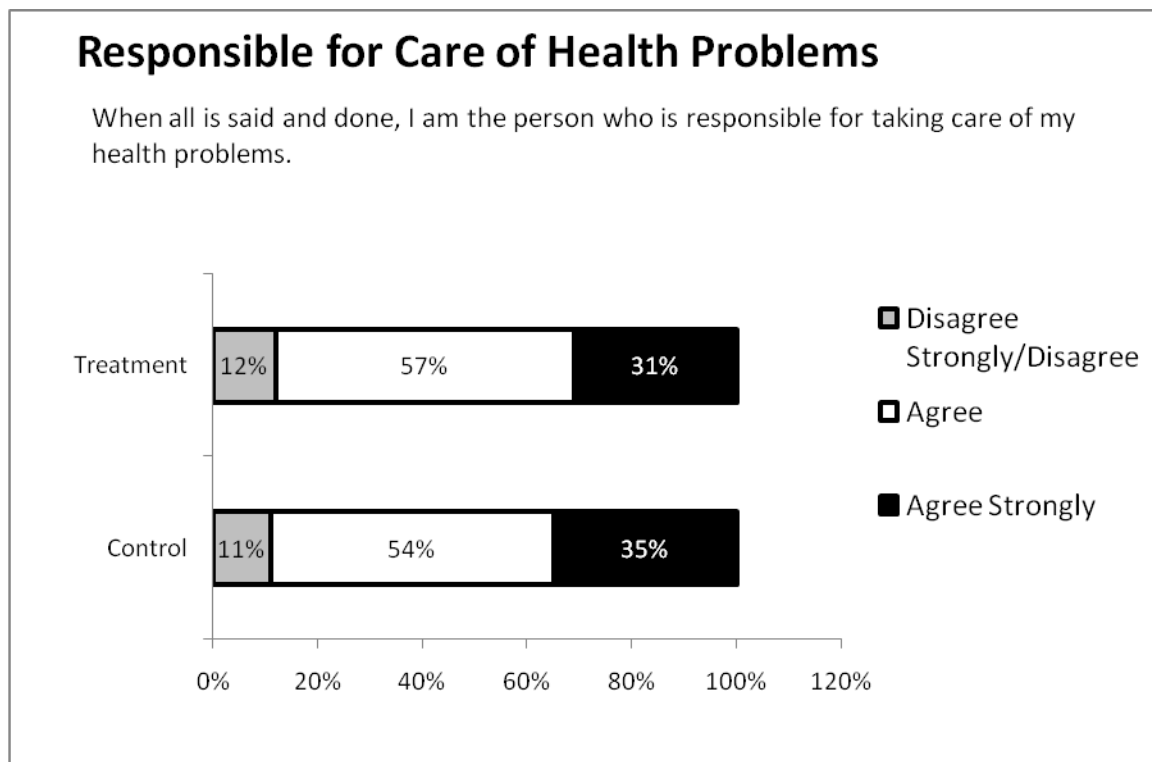
Results are based on 891 responses from the treatment group and 812 responses from the control group to this question. When weighted these responses represent 7,800 and 7,777 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

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AmeriChoice Washington
Chronic Care Management Project
Patient Activation Measure 13: Question 32



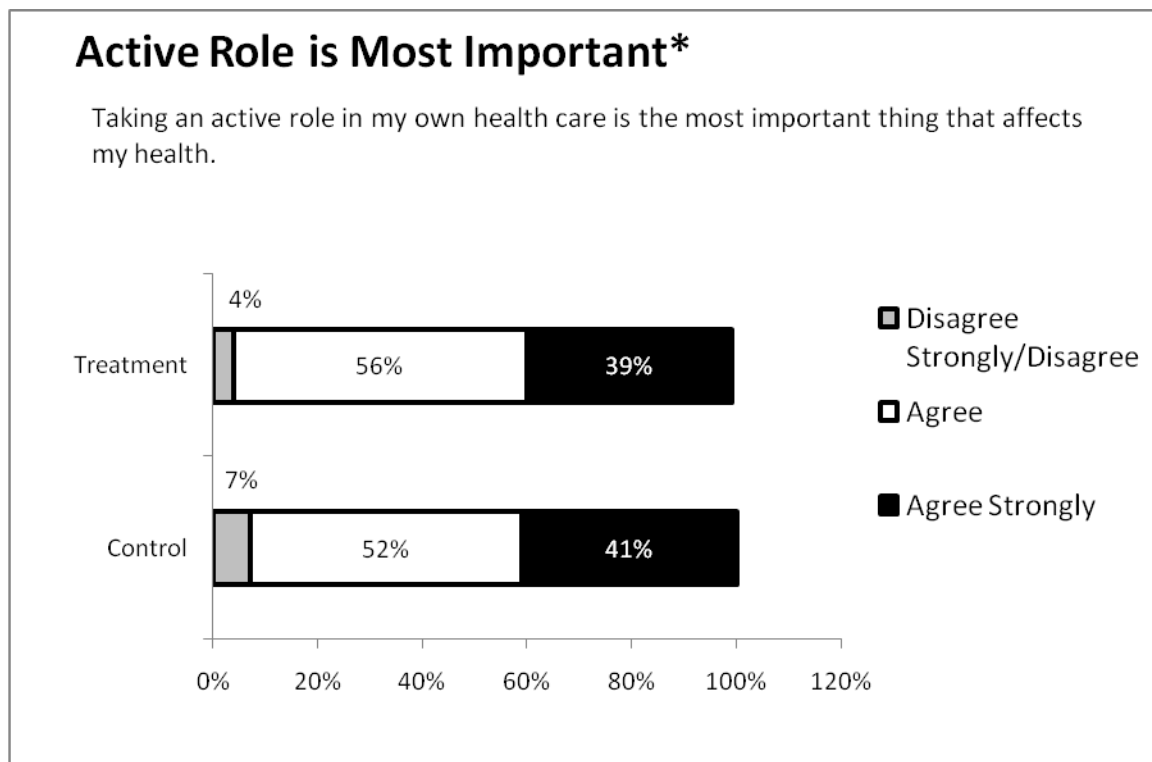
Results are based on 828 responses from the treatment group and 770 responses from the control group to this question. When weighted these responses represent 7,207 and 7,375 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

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AmeriChoice Washington Chronic Care Management Project Patient Activation Measure 13: Question 33



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

Results are based on 855 responses from the treatment group and 780 responses from the control group to this question. When weighted these responses represent 7,480 and 7,471 individuals in the treatment and control groups respectively.

Patient Activation Measure 13: Question 34

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

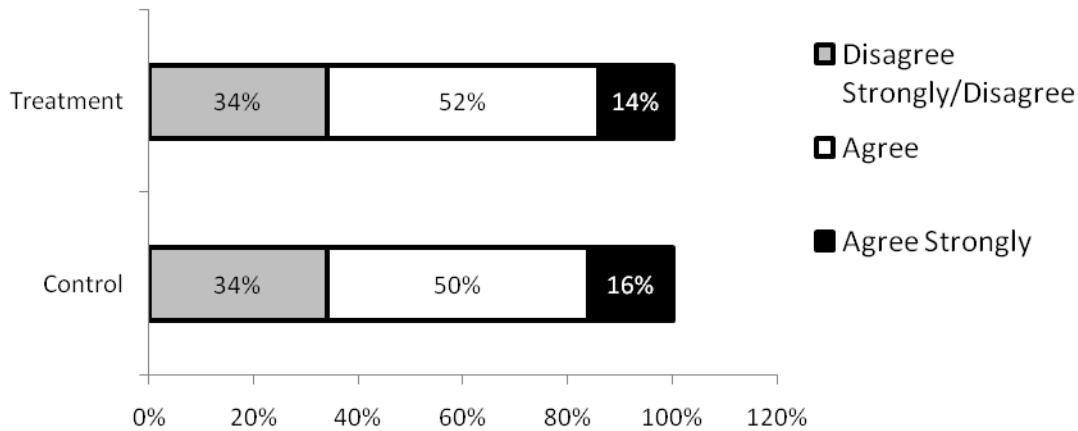
**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://hrsa.dshs.wa.gov/News/Brief4Leg.htm>.

AmeriChoice Washington Chronic Care Management Project

Confident Can Help Prevent Health Problems

I am confident I can help prevent or reduce the problems associated with my health condition.



Results are based on 815 responses from the treatment group and 756 responses from the control group to this question. When weighted these responses represent 7,145 and 7,241 individuals in the treatment and control groups respectively.

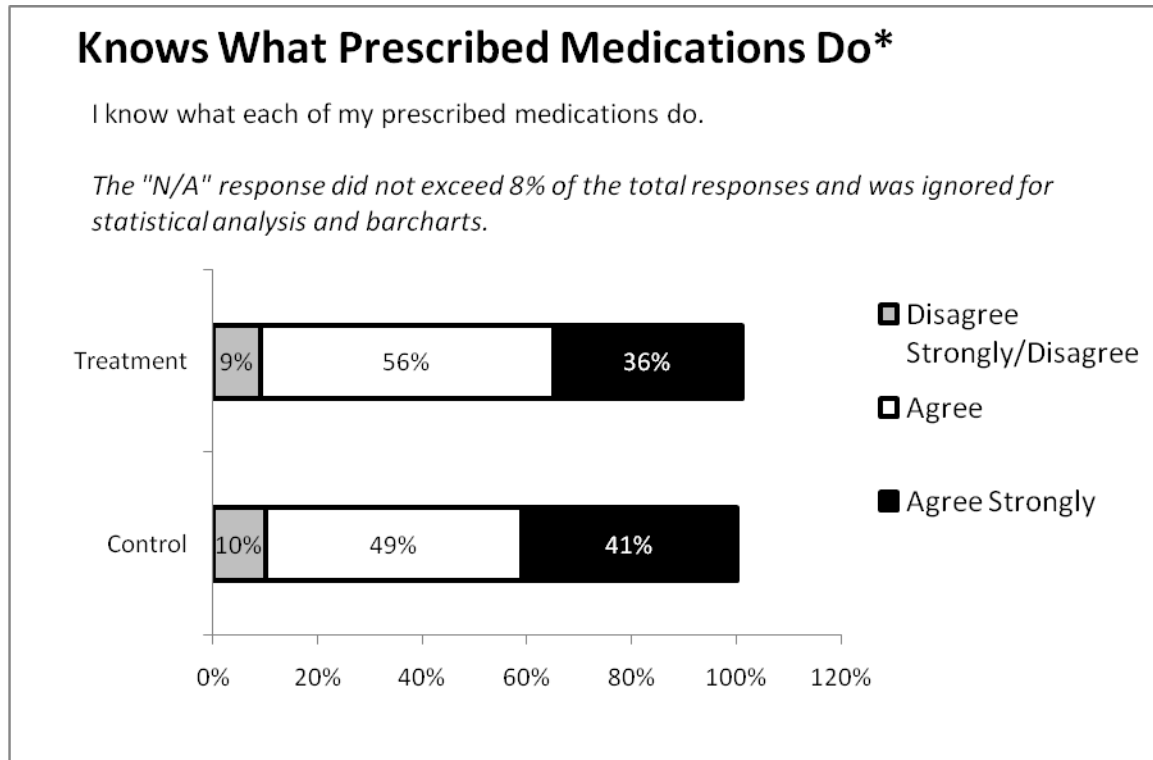
The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project Client Satisfaction Survey

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AmeriChoice Washington Chronic Care Management Project

Patient Activation Measure 13: Question 35 modified



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

Results are based on 866 responses from the treatment group and 788 responses from the control group to this question. When weighted these responses represent 7,607 and 7,547 individuals in the treatment and control groups respectively.

Patient Activation Measure 13: Question 36

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

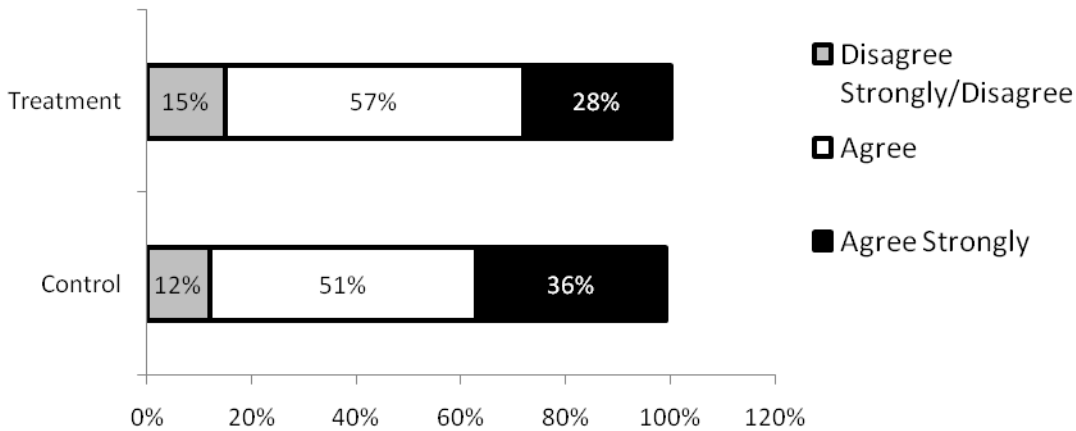
**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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AmeriChoice Washington Chronic Care Management Project

Confident Knows When to Contact Doctor**

I am confident I can tell whether I need to go to the doctor or whether I can take care of a health problem myself.



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

Results are based on 859 responses from the treatment group and 783 responses from the control group to this question. When weighted these responses represent 7,508 and 7,499 individuals in the treatment and control groups respectively.

Patient Activation Measure 13: Question 37

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

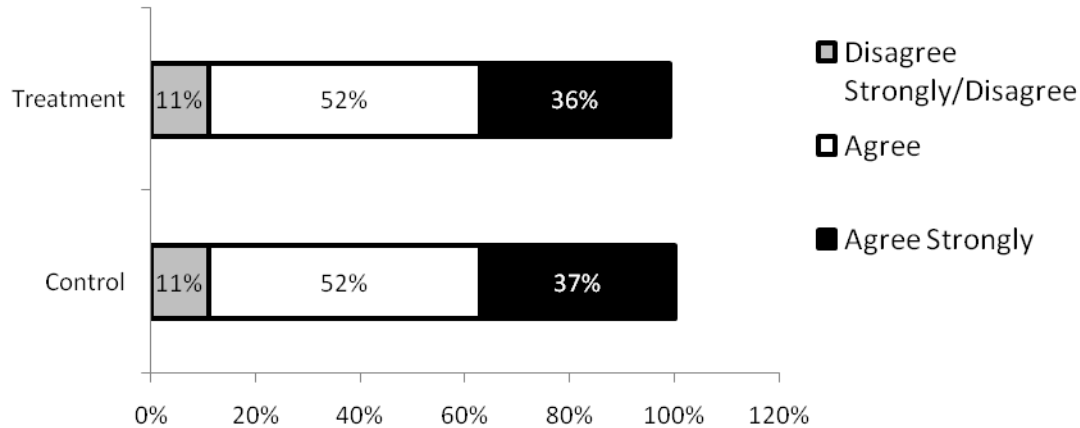
**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://hrsa.dshs.wa.gov/News/Brief4Leg.htm>.

AmeriChoice Washington Chronic Care Management Project

Confident Can Tell Doctor Concerns

I am confident that I can tell a doctor my concerns, even when he or she does not ask.



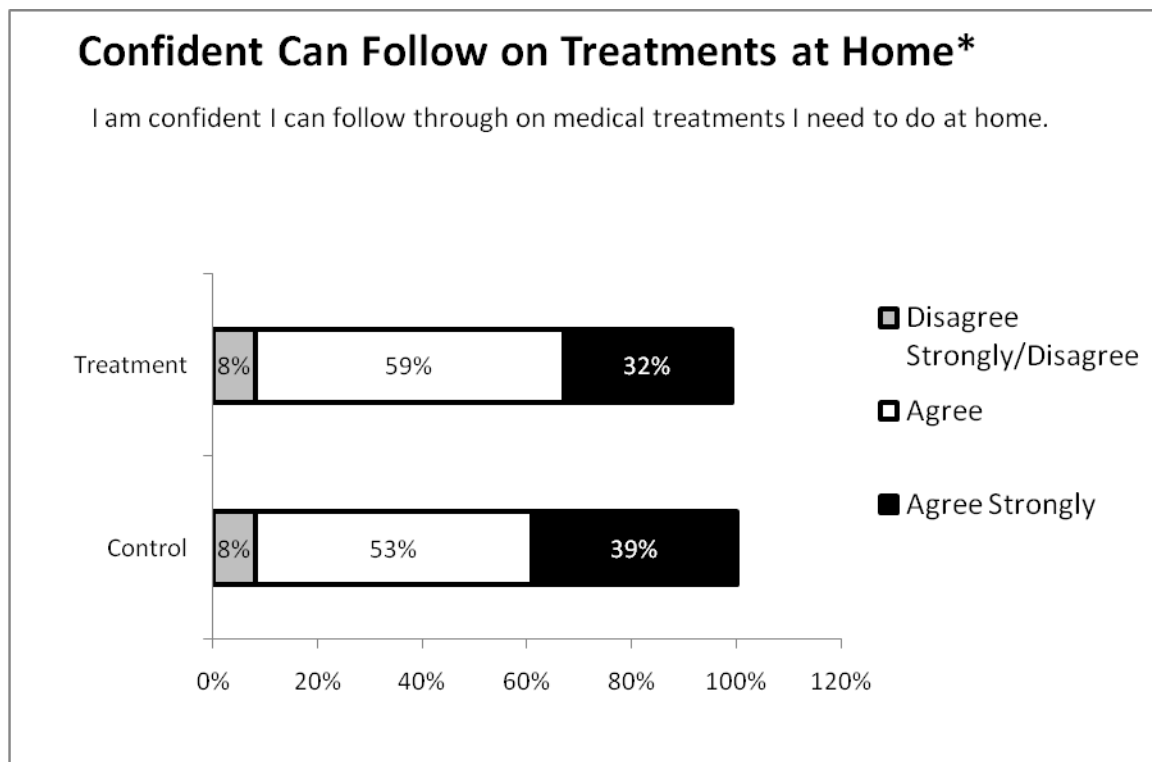
Results are based on 867 responses from the treatment group and 780 responses from the control group to this question. When weighted these responses represent 7,599 and 7,471 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project Client Satisfaction Survey

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AmeriChoice Washington Chronic Care Management Project Patient Activation Measure 13: Question 38



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

Results are based on 867 responses from the treatment group and 792 responses from the control group to this question. When weighted these responses represent 7,563 and 7,586 individuals in the treatment and control groups respectively.

Patient Activation Measure 13: Question 39 modified

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

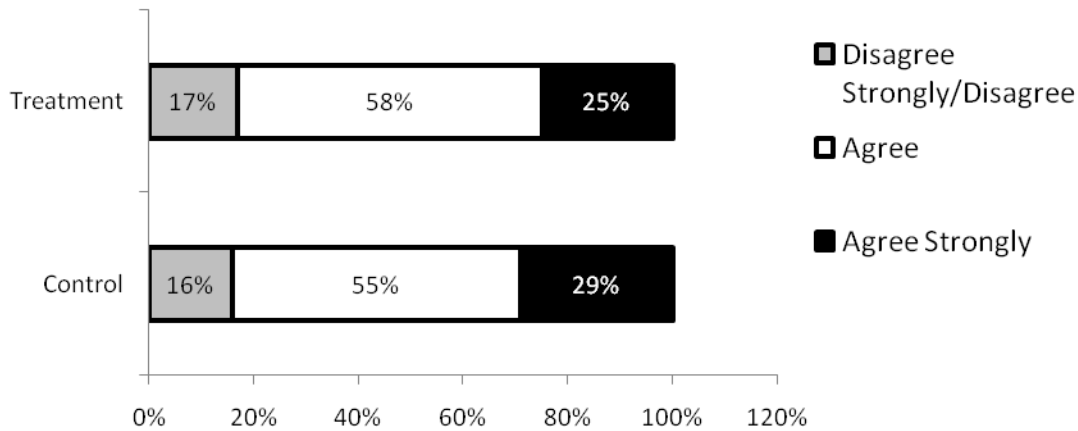
A complete copy of this report is available at <http://hrsa.dshs.wa.gov/News/Brief4Leg.htm>.

AmeriChoice Washington Chronic Care Management Project

Understand My Health Problems

I understand my health problems and what causes them.

The "N/A" response did not exceed 5% of the total responses and was ignored for statistical analysis and bar charts.



Results are based on 859 responses from the treatment group and 784 responses from the control group to this question. When weighted these responses represent 7,436 and 7,509 individuals in the treatment and control groups respectively.

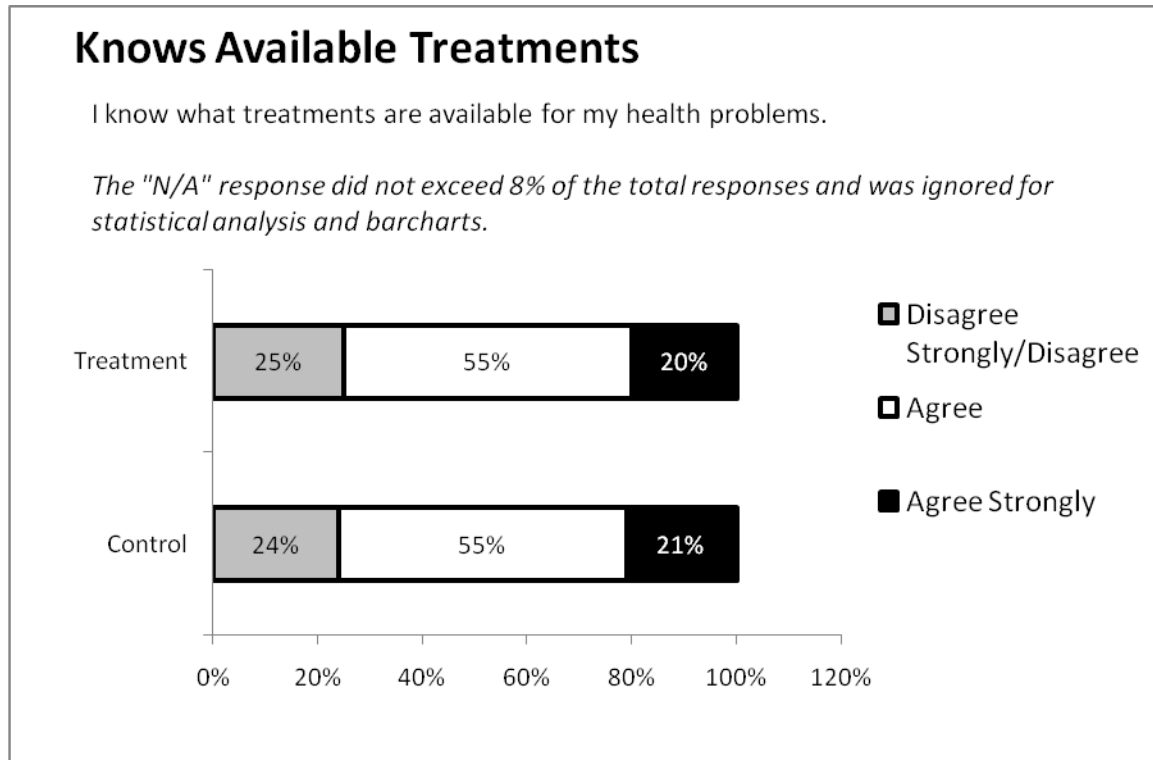
The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project Client Satisfaction Survey

A complete copy of this report is available at <http://hrsa.dshs.wa.gov/News/Brief4Leg.htm>.

**AmeriChoice Washington
Chronic Care Management Project**

Patient Activation Measure 13: Question 40 modified



Results are based on 846 responses from the treatment group and 771 responses from the control group to this question. When weighted these responses represent 7,433 and 7,384 individuals in the treatment and control groups respectively.

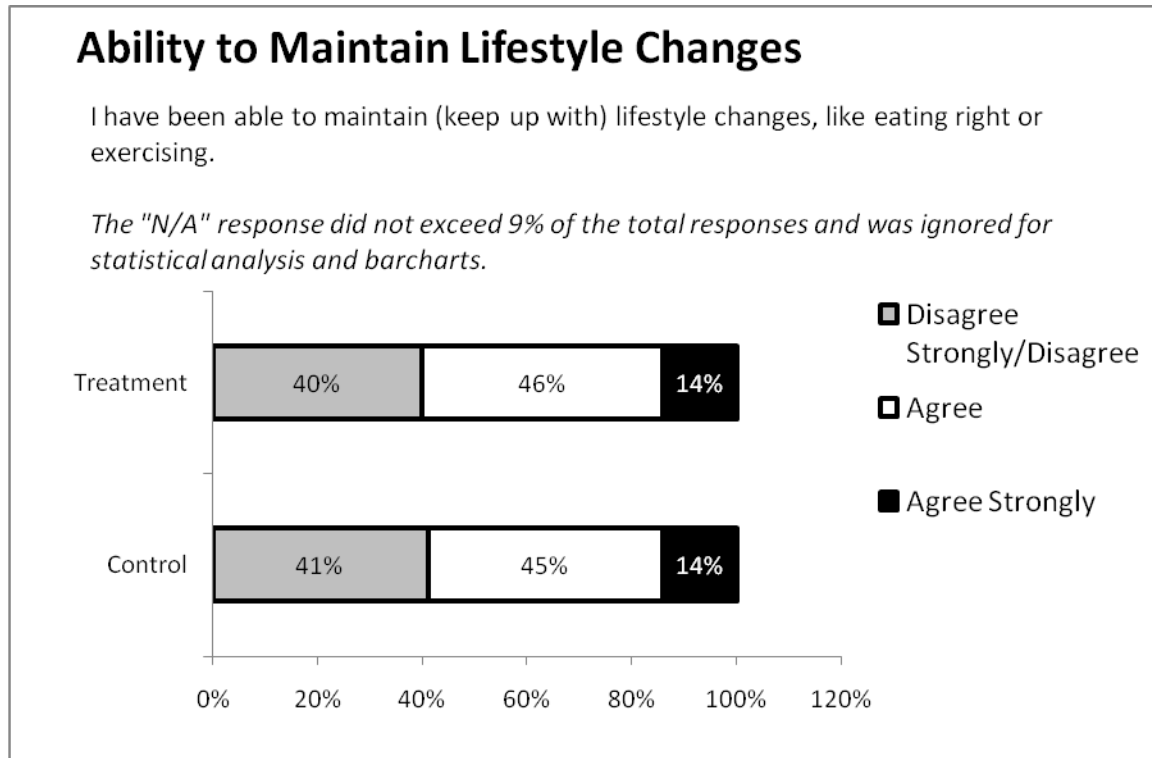
The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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**AmeriChoice Washington
Chronic Care Management Project**

Patient Activation Measure 13: Question 41 modified



Results are based on 845 responses from the treatment group and 772 responses from the control group to this question. When weighted these responses represent 7,321 and 7,394 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

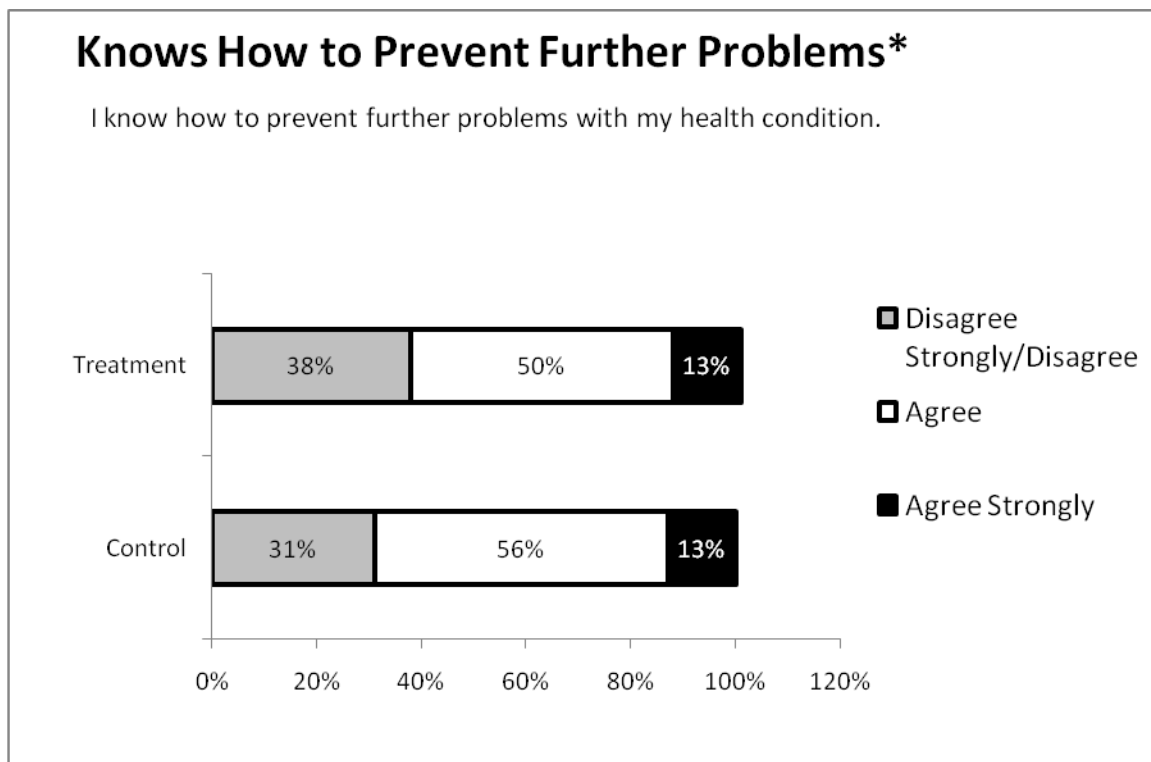
**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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AmeriChoice Washington

Chronic Care Management Project

Patient Activation Measure 13: Question 42



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

Results are based on 832 responses from the treatment group and 756 responses from the control group to this question. When weighted these responses represent 7,271 and 7,241 individuals in the treatment and control groups respectively.

Patient Activation Measure 13: Question 43

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

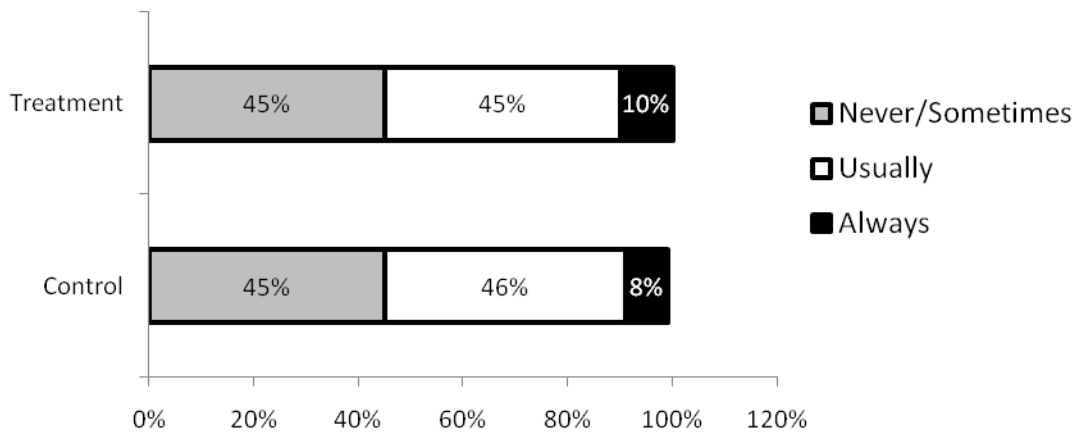
**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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AmeriChoice Washington Chronic Care Management Project

Confident Can Find Solutions to New Problems

I am confident I can figure out solutions when new problems arise with my health condition.



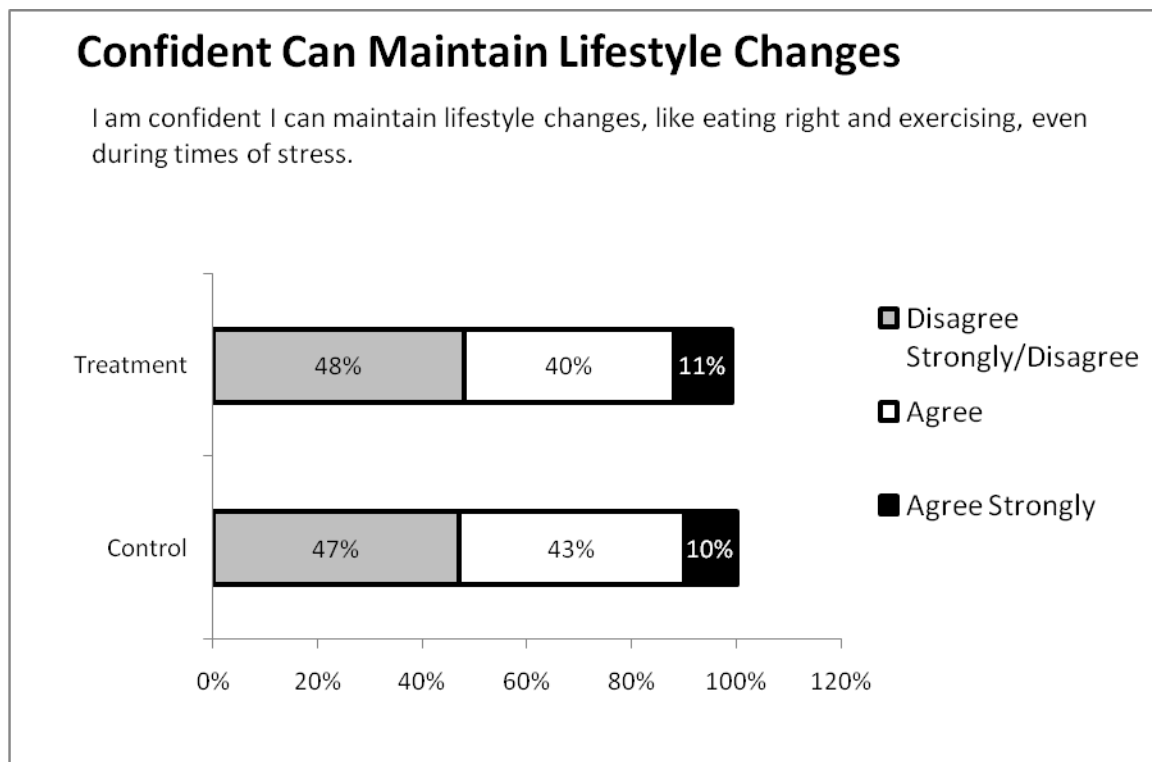
Results are based on 827 responses from the treatment group and 759 responses from the control group to this question. When weighted these responses represent 7,251 and 7,270 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project Client Satisfaction Survey

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AmeriChoice Washington
Chronic Care Management Project
Patient Activation Measure 13: Question 44



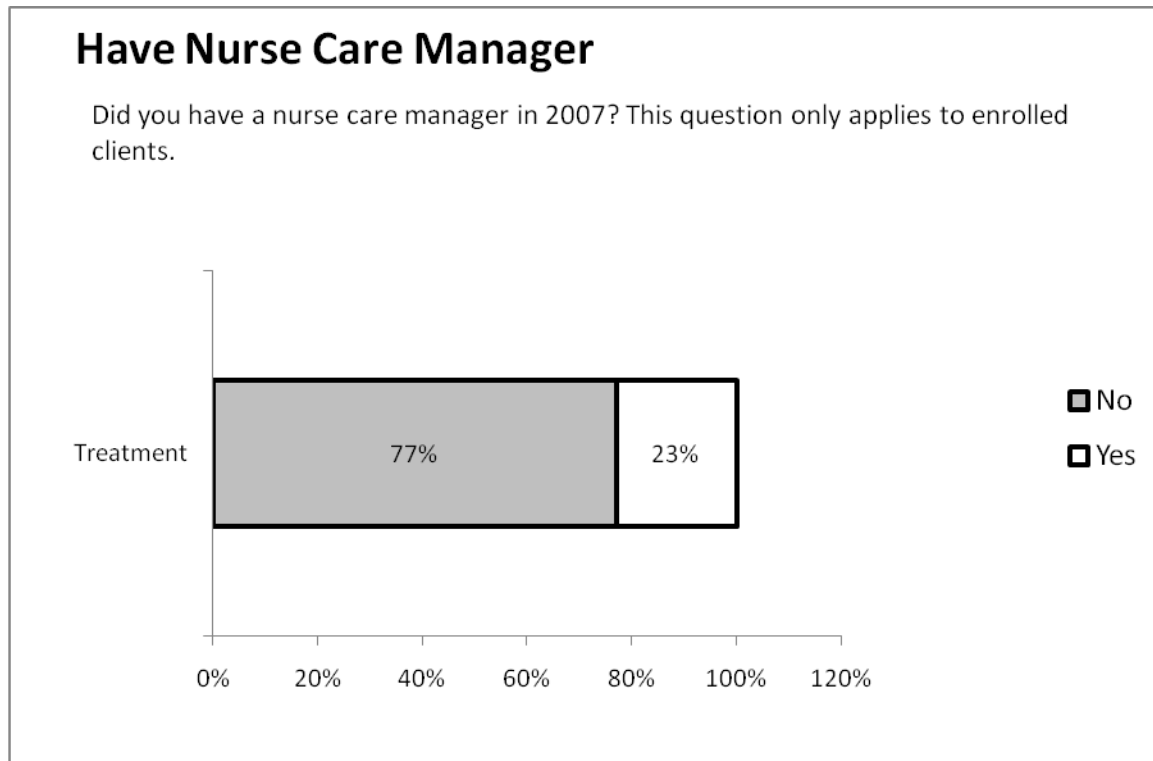
Results are based on 848 responses from the treatment group and 769 responses from the control group to this question. When weighted these responses represent 7,441 and 7,365 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

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**AmeriChoice Washington
Chronic Care Management Project
Department of Social and Health Services
Nurse Care Manager: Question 22**



Results are based on 751 responses from the treatment group to this question. When weighted these responses represent 6,607 individuals in the treatment group.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

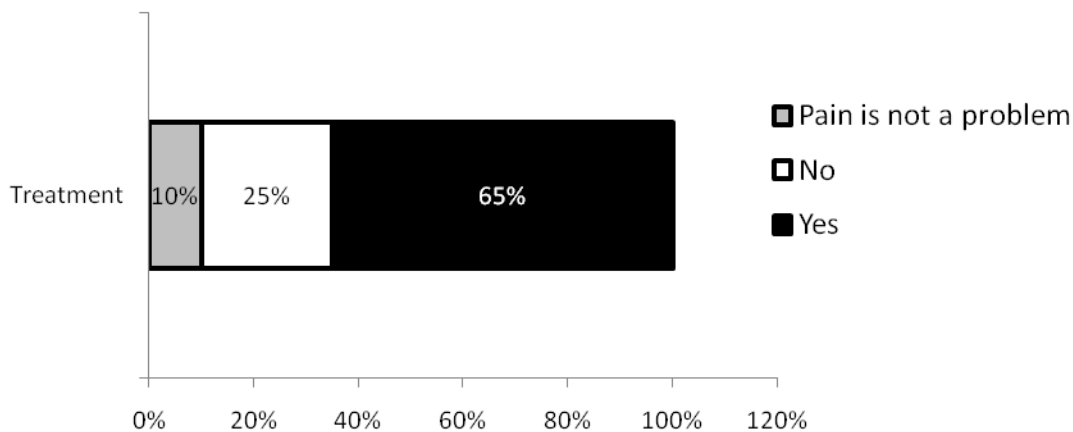
**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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**AmeriChoice Washington
Chronic Care Management Project
Department of Social and Health Services
Nurse Care Manager: Question 23**

Nurse Talks About Managing Pain

If you had a nurse manager, did he or she talk with you about how to manage your pain? This question only applies to enrolled clients.



Results are based on 225 responses from the treatment group to this question. When weighted these responses represent 1,500 individuals in the treatment group.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

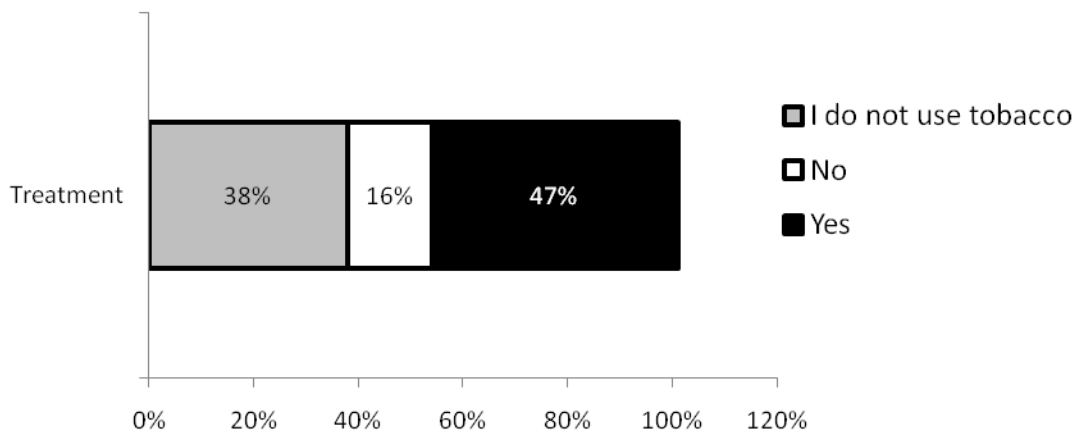
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Client Satisfaction Survey**

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**AmeriChoice Washington
Chronic Care Management Project
Department of Social and Health Services
Nurse Care Manager: Question 25**

Nurse Gives Information to Quit Tobacco

Has your nurse care manager given you information about getting help to quit smoking or using tobacco products? This question only applies to enrolled clients.



Results are based on 224 responses from the treatment group to this question. When weighted these responses represent 1,496 individuals in the treatment group.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

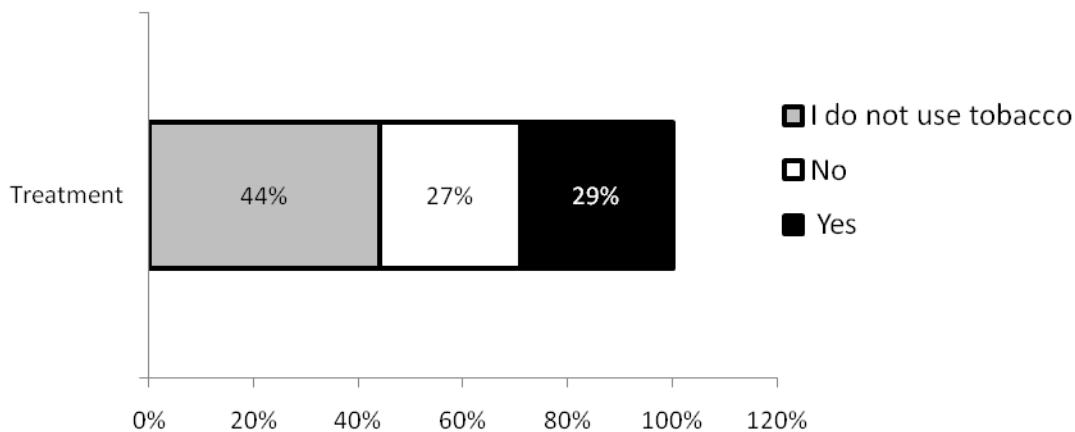
**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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**AmeriChoice Washington
Chronic Care Management Project
Department of Social and Health Services
Nurse Care Manager: Question 26**

Information to Quit Smoking Helped

Did the information you received from your nurse care manager help you reduce your smoking or use of tobacco products? This question only applies to enrolled clients.



Results are based on 223 responses from the treatment group to this question. When weighted these responses represent 1,480 individuals in the treatment group.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

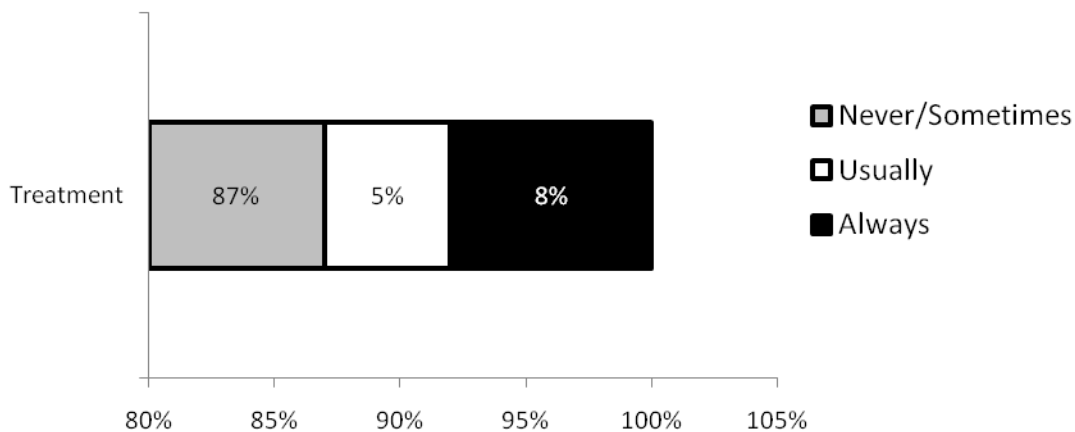
**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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**AmeriChoice Washington
Chronic Care Management Project
Department of Social and Health Services
Nurse Care Manager: Question 27**

How Often Nurse Was Helpful

In the last 6 months, how often did your nurse care manager give you the information or help you needed? This question only applies to enrolled clients.



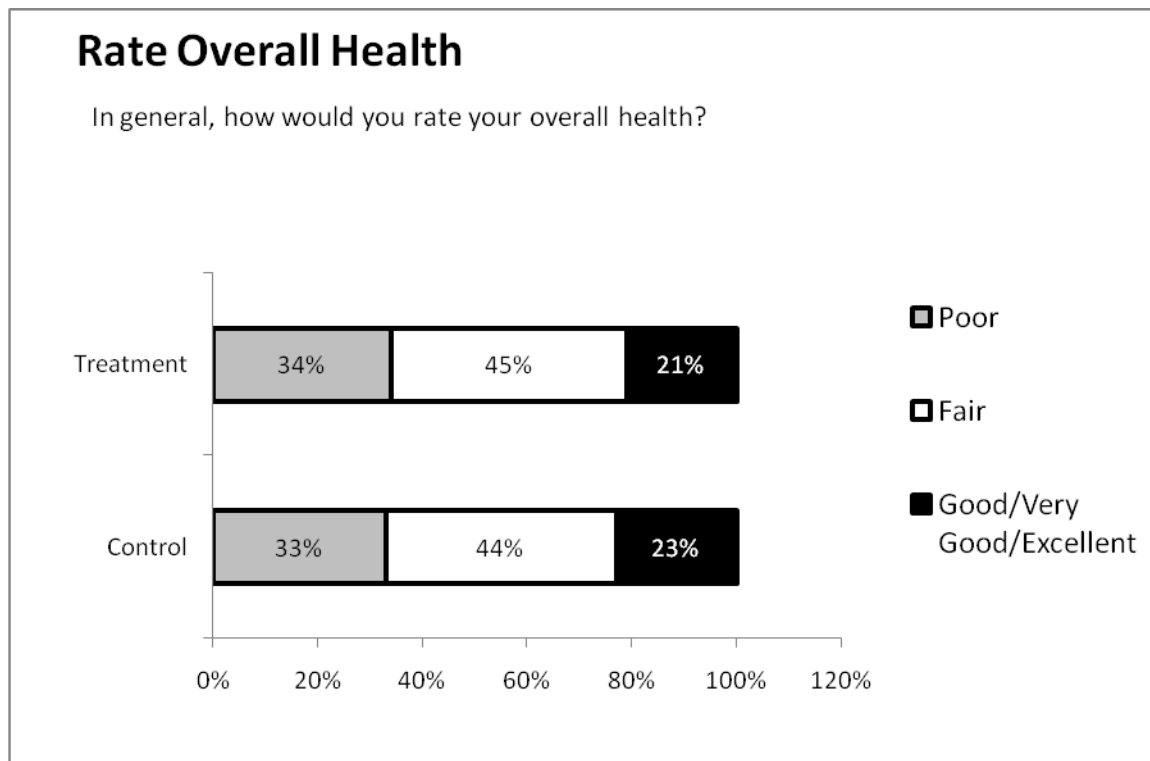
Results are based on 909 responses from the treatment group to this question. When weighted these responses represent 7,967 individuals in the treatment group.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

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AmeriChoice Washington
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Demographics: Question 45



Results are based on 872 responses from the treatment group and 800 responses from the control group to this question. When weighted these responses represent 7,594 and 7,662 individuals in the treatment and control groups respectively.

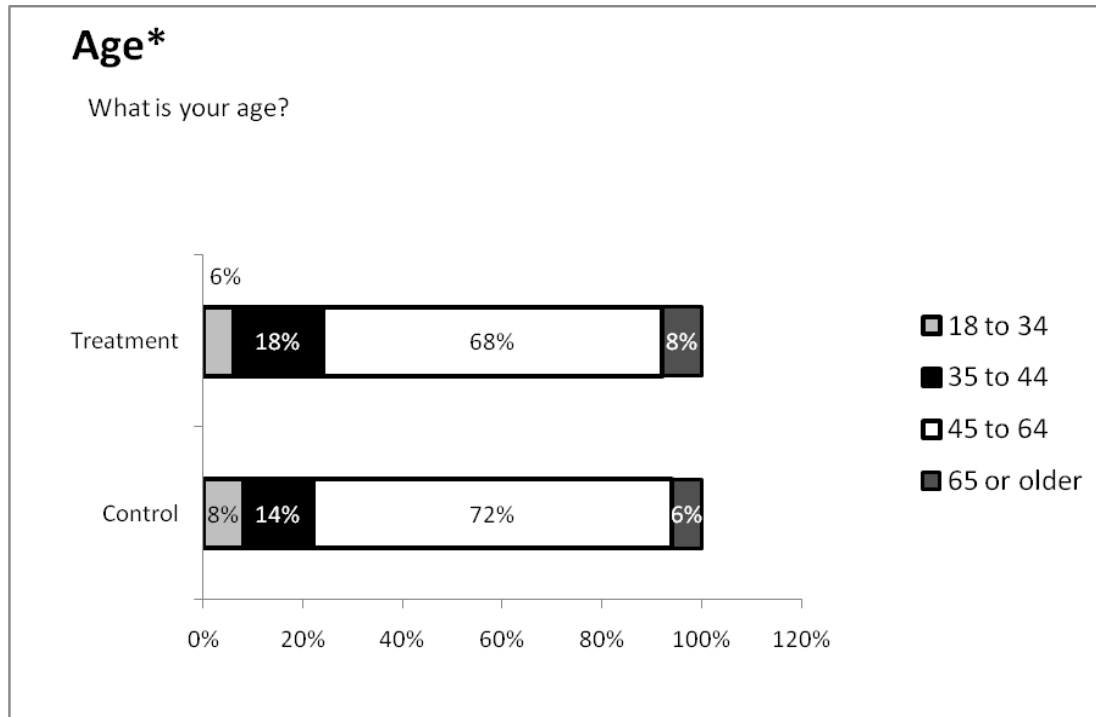
The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey

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AmeriChoice Washington Chronic Care Management Project

Consumer Assessment of Healthcare Providers and Systems Demographics: Question 60



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

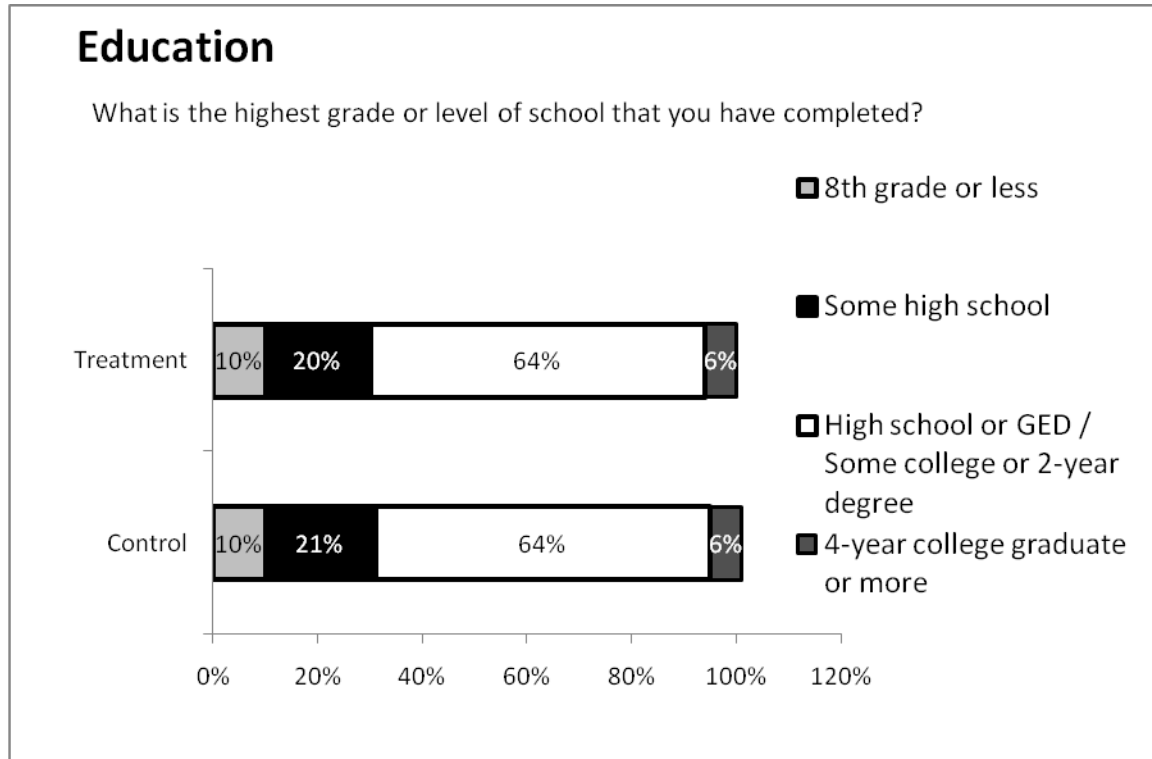
Results are based on 876 responses from the treatment group and 803 responses from the control group to this question. When weighted these responses represent 7,610 and 7,691 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

**2008 Washington State Medicaid AmeriChoice Washington Chronic Care Management Project
Client Satisfaction Survey**

A complete copy of this report is available at <http://hrsa.dshs.wa.gov/News/Brief4Leg.htm>.

AmeriChoice Washington
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Demographics: Question 62



Results are based on 865 responses from the treatment group and 801 responses from the control group to this question. When weighted these responses represent 7,507 and 7,672 individuals in the treatment and control groups respectively.

The results presented in this report are based on the 2008 Washington State Medicaid AmeriChoice Statewide Chronic Care Management Project. The bar graphs show the weighted proportions for both the treatment and control groups. Overall Chi square test results are noted for significant findings. Due to rounding, some bars may not add to 100 percent.

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